



We're Here
To Help Make
Your Health
a Top Priority

ConnectiCare[®]



Taking your medicines correctly is an important part of staying healthy. Here are three things you can do to manage your condition and improve the quality of your life:

- 1 Pick up your medicine promptly,** whether you decide to pick it up from your local pharmacy or use a mail-order pharmacy.
- 2 Take your medicine as directed.** Take your medicine on time, as prescribed. Know what to do if you miss a dose.
- 3 Talk to your care team or call us** about side effects and any negative reactions you experience with your medicine.

Use the resources in this guide to help you fill your prescriptions, save money, connect with your care team, and keep you on track.



Save Money and Trips to the Pharmacy

Switch to a 90-day supply of your medicine

Ask your doctor or pharmacist if a 90-day supply of medicine is right for you.

You might save money by making the switch through your local or mail-order pharmacy.

Consider getting your medicine delivered to your door at no extra cost

Depending on your plan, mail delivery pharmacies can provide low copays, less trips to the pharmacy, and a 90-day supply of many medicines. Also, your local pharmacy may offer delivery services at no cost.

You can choose between our preferred mail delivery pharmacies: SortPak and Express Scripts.

SortPak offers:

- 24/7 live pharmacy support.
- Synchronized medicine fills.
- Payment assistance plans.
- Two customized packaging options to help you stay organized:
 - **SortPak Dispenser:** Medicine is organized in customized packets sorted by the date, day, and time to take them.
 - **SyncPak:** An all-in-one package for every type of medicine — from inhalers to traditional pills — delivered at the same time in one convenient shipment.

Shipping takes about three business days.



With SortPak, the amount you pay for your medicine is the same as you would pay for a 30- or 90-day supply at your preferred retail pharmacy. Call SortPak at **877-570-7787** (TTY: **711**) from 9 a.m. to 9 p.m., Monday through Friday to get started.

Express Scripts also offers cost-effective mail-order pharmacy services. Call Express Scripts at **877-444-7097** (TTY: **711**) from 8 a.m. to 8 p.m., seven days a week to get started.

Your local pharmacy may offer delivery services as well. They can also help with:

- Getting your medicine refilled on the same day each month. This allows you to pick up your medicine in a single trip each month.
- Getting a 90-day supply of your medicine. This means taking one trip to the pharmacy every three months.

Consider generic drugs

Talk to your doctor or pharmacist about switching to a generic version of a brand-name drug. Generics have the same active ingredients and typically cost less. You can find a list of covered medicines at **connecticare.com/medicines**.



We're Here To Help You Stay on Your Medicine Schedule

Personalized pharmacy support is available to:

- Discuss pharmacy coverage, cost of medicines, ways to save money, or any issues you may have getting your prescribed medicines.
- Ensure that you receive your refills on time.
- Help coordinate care by discussing your medicine with your doctor or help schedule an appointment.

Call the ConnectiCare Pharmacy team today at **888-830-6831** (TTY: **711**) from 9 a.m. to 5 p.m., Monday through Friday.



Scan the QR code to schedule a date and time to review your medicine with a pharmacist. A pharmacist will contact you for a 5-to-10-minute call.

You may also receive a text message reminder to refill your medicines or a call from a ConnectiCare pharmacist to talk about any questions, problems, or other issues you may have with your medicines.

Our **Medicare Connect Concierge** team is here to answer general questions about your coverage and benefits to ensure you are getting the care you need. Call **800-224-2273** (TTY: **711**). From Oct. 1 to March 31, you can call us seven days a week from 8 a.m. to 8 p.m. From April 1 to Sept. 30, you can call us Monday through Saturday from 8 a.m. to 8 p.m.



Tips for Taking Your Medicine Correctly

Make medicines part of your routine

Taking your medicines at the same time each day as part of your daily routine will allow you to create a healthy habit and stay on track.

Stay organized with a pillbox

A pillbox helps organize your medicines and helps you remember whether you have taken them or not. You can order a free pillbox on our website and have it delivered to you. Scan the QR code and fill out the form to get yours.



Pick up refills

- Track upcoming prescription refill dates on your calendar.
- Request refills and pick them up from the pharmacy a few days before you run out.

Create a reminder system

- Set a daily alert on your phone, watch, or clock to remind you when to take your medicine.
- Ask your pharmacy to sign you up for refill reminders or automatic refills.

Use one pharmacy to fill all prescriptions

This way your pharmacist can keep track of the medicines you are taking, check for side effects, and coordinate your refills so you can pick them up on the same day.