Questions and Answers from Benefits Forum

1. **Do I have to obtain all Rx's via mail?**
   
   No, only maintenance medication must be filled by mail.

2. **What are maintenance medications?**

   Maintenance medications are typically those which a member takes on a long-term, ongoing basis for chronic or preventative conditions. For example: high blood pressure medications, cholesterol lowering medications, asthma drugs, birth control medication, migraine meds.

   However, even though a member takes something long term, it may not be considered maintenance. For instance, medications used to treat attention deficit disorder are used long term but they are not part of LDI's maintenance list.

3. **What if the Rx is less than the $5 copay (i.e., Walmart $4 generics)?**

   You can give your LDI pharmacy card to the pharmacist but ask him to determine what is the lowest co-pay available to you and then he can charge you the lowest co-pay.

4. **Is the 90-day fill at retail still available?**

   No, in order to receive a 90-day fill (and save one month’s co-pay) you must use the LDI mail order.

5. **Can controlled drugs be acquired through mail order?**

   Yes, however, these are not maintenance medications so mail order would not be required.

6. **Where will the mandatory maintenance drugs be sourced from?**

   LDI’s mail order facility, located in St. Louis, Missouri, will process the maintenance medications.

7. **My physician automatically renews maintenance drugs when the prescription is due so I do not have to have a provider visit to get a new prescription. Will this be something the mail system will also do or will I have to go to my physician to get a prescription each time I need a refill?**

   The mail order system will handle renewal of medications in the same manner as a retail pharmacy.

8. **Will the mail order system automatically contact the physician if there are questions or there are orders not refill without contacting physician?**

   Yes. The system will contact the physician if there are any questions.