



Northern New Jersey Teamsters Benefit Plan

810 Belmont Avenue, Suite 100 ■ North Haledon, NJ 07508-2396

Phone: 973.423.4565 ■ Fax: 973.423.4567

FREQUENTLY ASKED QUESTIONS ABOUT TRANSITIONING TO AEBRx

- 1. Who is AEBRx?** AEBRx is your plan's pharmacy care services manager. Our goal is to provide safe, easy and cost-effective ways for you to get the medication you need. AEBRx (Powered by Prime Therapeutics), a union-affiliated Pharmacy Benefit service, offers Northern New Jersey Teamsters' members an end-to-end Pharmacy Benefits program of the highest standards.

AEBRx is aligned with partners who share the same vision and value system that we hold. As a total resource for comprehensive pharmacy benefit management, AEBRx focuses on delivering high quality, value-added services to our clients.

Visit AEBRx.com to learn more.

- 2. With AEBRx, can I continue to go to the same pharmacy?** You will have access to the AEBRx home delivery pharmacy or thousands of retail pharmacies, including all large national chains, and many local pharmacies.

- 3. What are the advantages of using AEBRx home delivery:** Many members find AEBRx home delivery to be a convenient, cost-effective and safe option for medications they take regularly.

- Medications are delivered directly to your mailbox, which means fewer trips to the pharmacy.
- You will received up to a three-month supply, which may save you money
On co-pays
- Pharmacists are available by phone 24 hours a day, 7 days a week, to answer questions.
- You can set up automatic reminders to help you remember when you take your medication and refill your prescription.

- 4. Will I receive a new member ID Card?** Yes, you will receive a new member ID card that contains a new unique identification number for your prescription plan and the Welcome materials a few weeks before your plan becomes effective. Make sure we have your updated mailing address.

- 5. Will my home delivery prescription(s) transfer to AEBRx?** Most home delivery prescriptions with remaining refills will automatically transfer. Prescriptions for certain medications will not transfer. Examples include prescriptions that have expired. In these cases, you'll need a new prescription from your doctor.
- 6. How will I fill a prescription at a retail pharmacy?** After your effective date of October 1st, 2024, you can also choose a pharmacy in your plan's network and present your **AEBRx** ID card at the Pharmacy counter. After your effective date if you continue to use your same pharmacy, you must provide them with your New AEBRx ID Card as well. Your insurance information will be entered and you will pay your share of the cost.
- 7. How does AEBRx home delivery work?** Order up to a three-month supply of medications you take regularly. Submit your order by phone, mail, online or through the app **AEBRx** fills your order, mails it to you and lets you know when to expect your delivery. Your medication arrives within 7 to 10 days of placing the order.
- 8. How do I order my prescriptions from AEBRx home delivery?** There are four ways to place a home delivery order:
- Go Online:** The website on your **AEBRx** member ID card or open app
 - By ePrescribe:** Your doctor can send an electronic prescription to **AEBRx**
If the medication is permissible by law to do so.
 - By phone:** Call the toll-free number on the back of your **AEBRx** member Card.
 - By mail:** Download a form from the website on the back of your **AEBRx** Member ID card. Then complete and mail it to **AEBRx** with Your prescription.
- 9. Once I place a home delivery order, how quickly will I get my medication?** New prescription order is delivered by standard U.S. Mail and will arrive around 10 business days from the date **AEBRx** receives the order, Refills normally arrive within 7 business days. Keep in mind it all depends on US Mail.

- 10. I currently use home delivery. How can I make sure I don't run out of medications during the transition to AEBRx?** Keep using your current home delivery pharmacy and make sure you have enough medication to last for two months after your plan moves to AEBRx.
- 11. Will I be able to see my pharmacy benefit information online?** Yes, after your plan moves to AEBRx, you will be able to access your prescription and home delivery information online or through the app after you register on to use AEBRx.
- 12. Who can I talk to if I have more questions?** For more information, you can call the Fund office at this time at 973-423-4565 and after the effective date you can call customer service at the member phone number listed on the back of your new AEBRx ID card.
- 13. I receive a speciality medication through a specialty pharmacy. Do I need to take any action?** Look for more information from AEBRX or Payer Matrix, regarding specialty medications, a few weeks before your plan moves. You can also contact the Fund office prior with any concerns you may have with your specialty medications. In addition, AEBRx are focused on managing the growing cost of high-cost specialty drugs. Through AEBRx's partnership with Payer Matrix, they work to access all forms of alternative funding to remove this financial burden from plan sponsors and their members alike.