

Welcome to Your New Prescription Benefit Program

Your Prescription Benefit Plan through Capital Rx

When it comes to your health, Capital Rx is with you every step of the way. Our top-tier services and resources are available to help you make the most informed decisions for you and your family.



Using Your Capital Rx ID Card at Retail Pharmacies

Please present your new Capital Rx ID card when visiting any of our 60,000+ retail pharmacies every time you fill your prescription. **Please note: Your new ID card will list only the subscriber name on the front but all eligible dependents can use the same card for prescription processing.**



Getting a 30-Day Supply of Your Prescriptions

If you are prescribed a 30-day prescription for maintenance medications (e.g. long-term conditions like arthritis, asthma, diabetes, high blood pressure or high cholesterol), you can fill your prescription at your preferred retail pharmacy. Log onto the Capital Rx member portal and use the pharmacy locator tool to see what in-network options are convenient for you.



Our digital tools offer all the features you would expect, plus more!



Find a pharmacy



View your claims history



Look up which medications are covered under your plan



Review lowest drug cost at surrounding pharmacies



IBEW Local 164

Prescription
Identification Card

RxBIN: 610852 RxGRP: JD160

RxPCN: CHM Issuer: 9151014609

Member ID: <external_member_id>

Member: <first_name> <last_name>

 Capital Rx



Prior Authorization/Step Therapy/ Quantity Limit

In order to ensure safe and appropriate use of certain medications, your prescription benefit program may have prior authorization, step therapy, and/or quantity limits for certain medications.

- **Prior authorization** requires you and your physician to obtain approval from Capital Rx prior to medication being dispensed.
- **Step therapy** is when your prescription benefit requires you to try another medication (usually a generic) prior to starting the medication your physician prescribed (usually a brand).
- **Quantity limits** only allow you to receive up to a maximum dosage or quantity for certain medications, based on clinically-approved prescribing guidelines.

Call customer service at **1-833-599-1019** to determine if your medication(s) are subject to prior authorization, step therapy, and/or quantity limit requirements.



New for 2023: Fill your specialty medications at any in-network pharmacy or with Costco!

1. Have your doctor e-prescribe to **Costco Specialty Pharmacy #1349, Zip Code 47130** or fax your prescription to **1-800-644-1180**. Make sure your prescriber includes your contact information. If prior authorization is required, your prescriber may need to take extra steps to submit your prescription.
2. A representative from Costco Specialty Pharmacy will call you to get more information and schedule your first delivery.
3. If you have any questions regarding your specialty medication, please contact **1-833-599-1019**.



Capital Rx Customer Care is available 24 hours a day, 7 days a week at **1-833-599-1019**.

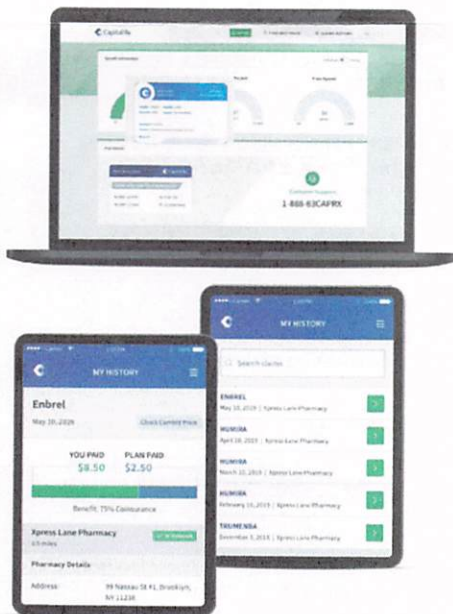
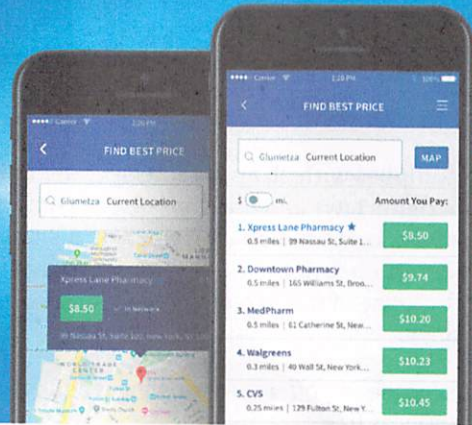
Log into the Capital Rx Member Portal to manage your benefits and access all digital tools available!



Our new digital app has all of the information you would expect with added features!

The Capital Rx suite of digital tools includes an online member portal and mobile app, giving you a personal advisor for your prescriptions in the palm of your hand.

Search "Capital Rx" to download on the app store.



Search for the lowest cost drug at surrounding pharmacies



Find a pharmacy



View your claims history



Download a digital pharmacy card



View which drugs are covered under your plan



Track how much money you have paid towards your out-of-pocket obligations

HOW TO REGISTER:

1. Visit <https://app.cap-rx.com/register>
2. Fill in your personal information and click **VALIDATE**
3. Complete credentials form and click **CREATE ACCOUNT**
4. Check your email and locate the verification code sent from Capital Rx
5. Enter the code provided to validate your email address

Registration is complete! You can now login using the credentials established during registration!



Important Regulatory Information



Capital Rx protects your health information and complies with HIPAA standards. For more information, please visit cap-rx.com/legal.

Capital Rx complies with all applicable laws including Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Capital Rx does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Capital Rx is pleased to offer the following language assistance services free of charge:

- Qualified interpreters
- Information that is written in other languages

If you need these services, please call the number on the back of your ID card. (TTY: 711)

If you believe Capital Rx has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Coordinator by choosing one of the following methods:

- **Mail:** Capital Rx LLC
228 Park Avenue South, Suite 87234
New York, NY 10003
Attention: Compliance Department, Civil Rights Coordinator
- **Email:** compliance@cap-rx.com
- **Phone:** 1-888-617-6521 (TTY: 711) and follow the prompts for Legal and Compliance concerns

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by choosing one of the following methods:

- **Online:**
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
Complaint forms available online at:
<http://www.hhs.gov/ocr/office/file/index.html>
- **Mail:** U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201
- **Phone:** 1-800-368-1019, 800-537-7697 (TDD)

Language Services Available:

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-832-2779. (TTY: 711)

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-832-2779. (TTY: 711)

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-832-2779。 (TTY: 711)

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-832-2779. (TTY: 711)

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-832-2779 (TTY: 711) 번으로 전화해 주십시오.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-832-2779. (TTY: 711)

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-832-2779. (TTY: 711)

Arabic

ملاحظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية متوفرة لك بالجان. اتصل برقم 9772-238-888-1

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-832-2779. (TTY: 711)

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-832-2779. (TTY: 711)

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-832-2779. (TTY: 711)

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-832-2779. (TTY: 711)

Japanese

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-888-832-2779 (TTY: 711) まで、お電話にてご連絡ください。

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-832-2779. (TTY: 711)

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-832-2779. (TTY: 711)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. 1-888-832-2779 تماس بگیرید.

Navajo

D77 baa ak0 n7n7zin: D77 saad bee y1n7[ti'go Diné Bizaad, saad bee 1k1'1n7da'1wo'd66', t'11 jiiik'eh, 47 n1 h0l=, koj8' h0d77lnih 1-888-832-2779. (TTY: 711)