



Prescription Optimization Program FAQ's

What is a customized Prescription Optimization Program and how does it benefit me?

Your Employer has partnered with Focus Prescription Benefits to assist patients with obtaining their critical high-cost medications that they may normally have trouble affording. The program offers patients the following services: Patient Assistance programs, copay cards from manufacturers or international sourcing.

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Patient Assistance Program
Prescription assistance that is offered by pharmaceutical companies to provide free or discounted medications to people who cannot afford them.

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Coupons and Copay Cards
These are provided by the pharmaceutical companies to help patients afford expensive medications by reducing the out-of-pocket costs.

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International Filling Options
We direct patients to a trusted organization that can supply the medication from an international pharmacy at a significantly discounted rate to the plan and FREE to the patient.

Why do I have to call this number and use this service/program- Prescription Optimization Program at 1-888-902-5533? Hours: M-Th 8am CT-8pm CT, Friday: 8am CT-7pm CT

This dedicated POP team will assist you with the entire process so that you can receive your medication. This POP team of patient care coordinators will help determine if you are eligible for assistance for your high dollar medication and will streamline the process minimizing the processing time and wait for your critical medications.

Your privacy is very important to us, and the POP Patient Advocate will protect your personal health information throughout the process. Your personal patient advocate will provide the critical link between you, your doctor, the pharmacies and the manufacturers.

What is considered a high dollar medication?

A high dollar medication is any medication that will cost over \$350 for a 30 day supply and \$700 for a 90 day supply. To verify if your medication is a high dollar medication, you can call the Prescription Optimization team at 1-888-902-5533.



Does this Prescription Optimization Program cost me additional fees?

No, this is a program and service that is being provided to you free of cost.

What type of assistance can the Prescription Optimization Program help me with?

Our dedicated POP team will explore the possibilities of obtaining a copay card(s) from manufacturers, patient assistance programs from pharmaceutical companies and alternative sourcing.

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What is a Patient Assistance Program?

This is a free drug program offered by the pharmaceutical companies/manufacturers of the drug. If you qualify financially then the manufacturer agrees to ship the patient medication each fill free of charge. A patient assistance program (PAP) is usually good for a year, and we will assist with renewals each year. Your dedicated POP patient advocate will assist with this and all paperwork to see if you qualify. They will assist with application completion and coordinating between doctor and manufacturer. This process will normally require proof of income and number of people in household which can usually be verified via W-2. Your privacy is very important to us, and the POP Patient Advocate will protect your personal health information throughout the process. We will make sure that we have a signed HIPAA release on file from the patient so we can act on their behalf and protect their information.



What is a coupon or copay card?

These are copay cards/coupons provided by the pharmaceutical companies/manufacturers to help patients afford expensive medication by reducing their out-of-pocket costs (copays/coinsurance amounts). Your dedicated POP patient advocate will assist with this and obtain the copay cards on the patient's behalf or assist the patient with the process. Some manufacturers may need the patients to contact them directly to obtain the copay cards or require an email address and your dedicated POP patient advocate will reach out and assist with that as well. Your dedicated patient advocate will assist with processing the claim at the pharmacies utilizing the copay cards as well.

What is the international filling option? What is the Focus Prescription benefits international Program?

The international program utilizes "tier 1" countries globally to source maintenance medication. These countries are New Zealand, Australia, Canada, and the United Kingdom. Medications will be sourced with considerable savings from these countries because of different pricing structures internationally for branded medications. Tier 1 countries are ones that have been approved federally as providing medication equivalent to that approved by the FDA.

Does the Focus POP international program replace the plan patient's current prescription benefit plan?

No, the international program is a voluntary program for brand name and high costing specialty medications. Only medications through the Prescription Optimization Program (POP) can be obtained through the international program.

Will the plan patient's medication be exactly the same as what they currently take?

Yes, it will. To qualify for the international program a medication must be available from the same manufacturer internationally as the US brand, or from the licensed holder for the international version of that brand medication.



Will the medication shipped from the international pharmacy look the same as the patient's current medication?

Sometimes pharmaceutical companies use different names for the same medication internationally so the medication may not be called the same as it is in the USA. Tablet appearance can also be different between countries for the same medication. Rest assured that to meet the requirements of the Program, each medication is thoroughly researched by the international pharmacist to ensure it is bio-equivalent to the US brand.

How do I place an order for brand medication through the POP international program?

Please reach out to a Focus Prescription Optimization Program (POP) patient advocate M-F: 8:00am CT-8pm CT and Fridays: 8am CT-7pm CT at 1-888-902-5533 and they will handle the ordering process for your international medication(s).

What paperwork and details are required to sign up for the international program?

The POP patient advocates will fill out over the phone the international application asking a series of questions about health conditions and other medications you are currently taking. Obtain your doctors information and verify the patients address and contact information. If the medication is a 30-day supply and what we call "cold chain" medication (must be shipped in a cooler and expedited shipping) the patient advocate will send the patient a declaration of US citizenship form to fill out and sign as well as require that form and a front and back copy of driver's license to be sent back to them to expedite these order through customs. Only cold chain medications require this, and your dedicated patient advocate will let you know if your medication(s) are cold chain and require this.

How long will it take for the plan patient to receive their order?

The plan patient will receive their medication within 10-15 working days of the order shipping. We do recommend that they have at least 15-30 days of medication on hand of the medication you are ordering, prior to the placement of the first order.



What is the amount of medication I can order for the plan patient?

You can order up to a 90-day supply of your medication if you have been on this medication previously and it is available in a 90-day supply. If this is the first time on the medication, we will place a 30-day supply, to make sure that the dosing is correct, and the doctor doesn't make any changes to the medication. Once you are on the medication after the initial 30-day supply fill and it is available in 90-day supply fill you can then order in 90-day supply.

What is the cost of the medication to the patient through the international program?

The international fills are \$0 copay to the patients and will be shipped directly to your home, office or doctor's office.

If I have any other questions, who do I reach out to?

Please reach out to a Focus Prescription Optimization Program (POP) patient advocate M-F: 8:00am CT-8pm CT and Fridays: 8am CT-7pm CT at 1-888-902-5533 or email us at PAPOPfax@fpbrx.com.