Judi Rx™

# Manufacturer Copay Assistance Programs

## Tips and Troubleshooting



### Enrolling in Manufacturer Copay Assistance Programs

- Enrollment in a manufacturer copay assistance program must be completed by the plan member (patient).
- Judi Rx Customer Care representative and the dispensing pharmacy's staff may provide general guidance on how to enroll but are unable to apply on a member's behalf.
- If a member experiences difficulty enrolling, the member should contact the dispensing pharmacy directly for assistance.
- After enrollment, the manufacturer provides billing information (for example, ID, BIN, PCN, and Group).
- This billing information must be shared with the dispensing pharmacy so that copay assistance can be applied correctly at the point of sale.



### E-vouchers and Copay Cards

- Manufacturers may offer both copay cards and electronic vouchers (e-vouchers) for the same medication.
- E-vouchers do not require member enrollment and are automatically applied through certain pharmacy systems.
- E-vouchers require pharmacy participation in specific electronic networks and are not managed by or visible to Judi Rx.
- E-vouchers are not available at all pharmacies.
- A manufacturer's copay card typically cannot be combined with an e-voucher. If both are applied, the member may be charged the full adjusted cost share under the plan design or an unexpected out-of-pocket amount.
- If a member experiences difficulty using a copay card in combination with an e-voucher, Judi Rx can work with the pharmacy to request removal of the e-voucher from the claim.
- If the pharmacy cannot or will not remove the e-voucher, Judi Rx may grant an exception and remove the member from the applicable program.



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## Member Cost Share

- Use of a copay card should generally result in the member paying an amount equal to or less than the standard tier copay.
- For members enrolled in a High-Deductible Health Plan (HDHP), if the member is not in the deductible phase and is charged an amount different from what the copay card advertises, the claim may not have been processed with the copay card or may have been impacted by an e-voucher.
- Members may ask their dispensing pharmacy to contact the Judi Rx pharmacy help desk by calling the number included in the pharmacy claim response. Alternatively, members may call the pharmacy helpline listed on the back of their member ID card and follow the prompts for prescription assistance.
- Possible resolution steps may include:
  - Reprocessing the claim with the copay card
  - Removing the e-voucher from the claim
  - Granting the member an exception to the program

**Manufacture copay assistance programs are administered by manufacturers and may be modified or discontinued at any time without advance notice.**



## Copay Cards for Specialty vs. Non-Specialty Medications

- Copay cards for both specialty and non-specialty medications are processed in the same general manner.
- Copay cards for specialty medications are typically processed through specialty or mail-order pharmacies. These pharmacies are often familiar with applying copay assistance programs.
- Copay cards for non-specialty medications may be processed across the full pharmacy network, including retail pharmacies. Because retail pharmacies may be less familiar with applying copay cards to high-cost claims, claims may occasionally need to be corrected and reprocessed.


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