



## **New Health Benefits & Services**

### **Q&A Summary**

**1. Can you provide us with a disruption report comparing CVS vs Costco's network? There are some rural areas that may not be contracted with Costco.**

Yes, the Costco team can run a report and provide this to you. For remote areas, the Costco team will identify this during the implementation process and reach out to pharmacies in those areas and ask them if they would like to join the network.

**2. When does the new Costco pharmacy network benefit go live?**

Costco Health Solutions will be effective January 1, 2022.

**3. When will members receive new ID cards reflecting Costco?**

We are working on a timeline with an estimated timeframe of 2 weeks to one month prior to the go live date. We will keep you posted.

**4. Do you need a Costco Membership to access the pharmacy?**

No, you do not need a Costco Membership.

**5. Do all Costco Centers know that we can just show our UnitedAg ID card and they will let us in?**

Costco team members are trained to grant a member access to the pharmacy.

**6. My client is concerned that the closest Costco is 55 miles away.**

You do not need to fill your prescription at Costco. The member will be able to continue to access all pharmacies within the pharmacy network. Please see the network listing PDF document for details.

**7. How do members find an in-network retail pharmacy?**

You can use the online pharmacy locator on the Costco Health Solutions website or review the network listing PDF document.

**8. I noticed on your pharmacy search tool many pharmacies on CVS are not in the Costco network. Is UABT using a different custom network with Costco?**

UnitedAg will utilize Costco's network of 65,000 pharmacies nationwide including major chains like CVS, Walgreens, Rite-Aid etc.

**9. The 65,000 pharmacies you mentioned, is that in the U.S. or California?**

That is in the U.S.

**10. How will employees know whether their drug is covered/on the formulary?**

We will provide a formulary to you. Also, prior to the effective date, Costco will send disruption letters to members letting them know if specific medications are covered or if they need to switch to a different medication and what the process is.

**11. What about high-priced drugs with no generic available?**

Costco looks at branded medications where a generic exists. But medications that don't have generics are included on Costco's formulary.

**12. Is there a listing of specialty drugs not covered?**

We can provide you a specialty formulary.

**13. To be clear, the primary benefit of this transition is out of pocket savings by utilizing Costco vs. national chains like CVS or Walgreens.**

Typically, Costco's costs over the broad spectrum are lower than its competitors because Costco buys in bulk and they don't have to keep as much margin. So, they can offer medications at a lower cost. For example, Costco can offer maintenance medications for 20-25% lower in cost compared to its competitors.

**14. Will our employees still have the Retail90 benefit at the retail pharmacy?**

Yes, it is built in. Costco has an extensive Retail90 network with about 55,000 pharmacies.

**15. How will our employees who have the current 90 day refills for maintenance medications be transferred to Costco by 1/1/22.**

During implementation, the Costco team will work closely with CVS to transfer those prescriptions over. At the retail pharmacy, the member will just need to talk to the Costco pharmacy and they will contact CVS to get that transferred. This will be done prior to the effective date with no disruption to UnitedAg members.

**16. Will Costco pharmacists call the service providers/doctors for a prescription if a refill is needed?**

The pharmacist will contact the doctor to assist with the refill process. The member will have to notify the pharmacy should they need assistance.

**17. So it looks like members will need to go back to paper prescriptions from the doctor for mail order? CVS has been nice because their system already recognizes the prescriptions in their system and requests the prescription info from the doctor directly, which is one less step for the member. Will mail order prescriptions be “rolled over” automatically or will employees need to get these set up again?**

Costco will get all open prescriptions and refills from CVS mail order and transfer them to Costco. Members will have to create a new account via the website to view the refills, etc (like they would if they we’re going to any new pharmacy), but we will transfer all open and refill orders.

If the patient’s prescription runs out and no refills are left, they would need to get a new prescription from their doctor. This is common as doctors don’t prescribe a lifetime of medication and want to monitor the patients progress annually. If a visit is not required, we will obtain the new script. If the doctor needs to see the patient, the doctor will ask who their pharmacy is and send the script over.

**18. I am online doing a pharmacy search and CVS and RiteAid are not coming up in Chico, CA...Why is that?**

The Costco team provided a complete pharmacy network listing for California and many pharmacies in Chico are listed. Please see the network listing PDF document for details.

**19. How many Costco contracted pharmacies are in California?**

According to the PDF listing provided by Costco, there are approximately 5,755 in California.

**20. Does Costco Vision Center contract with carriers or are you always out of network when you present your insurance card?**

Costco contracts with most major carriers such as VSP.