

Frequently Asked Questions

GENERAL

1. How can these medications be such a savings?

The substantial savings opportunities that the CRX mail order program provides are due to the prices negotiated between most developed nations and the pharmaceutical companies. CRX contracts government-licensed pharmacies in Canada, the United Kingdom, Australia and New Zealand (Tier One countries as designated by Congress) to supply Brand Name medications, packaged and sealed by the original manufacturer, for delivery to all participants. This lower cost for medications allows CRX to offer this program at zero co-pay to the participant.

2. Where do these medications come from?

All medications are sourced from Tier One Countries as designated by Congress for safety purposes. Tier One Countries are deemed by the US government to have equivalent or greater safety and licensing regulations as the United States. CRX ensures that all medications are packaged by the manufacturer, distributed by government-regulated wholesalers, prescribed by practicing physicians, labeled and dispensed by licensed pharmacists and delivered directly to the end user. In addition, CRX professionals regularly inspect all licensed pharmacies to ensure that safety standards and all American/source country regulations are met.

3. Will CRX replace our current local prescription benefit plan?

No, CRX is a voluntary program that can only be used for select brand name medications listed on the CRX formulary. You will need to use your local prescription benefit plan for medicines not listed on the formulary, such as controlled substance medications and antibiotics. Generic medications are not covered by CRX.

4. Do I have to use CRX for all of my brand name medications?

No, but if your medication is available through CRX the savings you will experience using CRX will be \$144 to \$500 per year as compared to purchasing the same medication monthly at your local pharmacy. However, you can, at any time, revert back to purchasing your medications at your local pharmacy with your doctor's prescription.

GETTING STARTED

1. How do I enroll?

CRX requires a completed enrollment form along with a valid Rx for a 90-day supply with 3 refills to be sent into us for registration. To avoid a possible delay it is recommended that you first inquire with one of our representatives for confirmation on whether the medication is available to you. A 3-month prescription with 3 refills should be requested of your Physician and a 30-day script for local filling to ensure your continued course of therapy during your enrollment period. Enrollment Forms can be mailed to CRX or sent by fax directly from your Doctor's office.

2. Do I need to call CRX for refills?

CRX maintains a calling schedule for all of our customers. CRX will attempt to reach you by phone three times when your refills are due and if unsuccessful a letter will be issued as a reminder for the customer to contact us.

3. How long is the process?

Once all correspondence is received and registration is confirmed; it takes 3-5 business days to process internally. Your order is then sent to the distributing pharmacy for shipment abroad, please allow 4 weeks for delivery of your first package.

4. How do you ensure my safety?

All medications are delivered in the original sealed package supplied from the Brand Name manufacturer's FDA approved facility.

5. Where else can I obtain my medications?

Medications not available through CRX should be ordered through your current prescription purchase plan.

6. What is our return policy?

Once medications have left the dispensing pharmacy CRX by law cannot accept medications back.

MEDICATION

1. Does CRX offer generic medications?

No, CRX does not offer generic medications. Generics can be obtained locally in the United States at a much lower price. When a generic alternative is available locally, we encourage the patient to ask their doctor about the alternative.

If you are taking a generic medication and we suspect you have switched to brand without medical reason, we will deny your claim and notify the group.

2. What is the difference between brand name and generic medications?

A brand name drug is the original drug produced by the company responsible for its research and development and initial production. A generic drug is a copy of a brand name drug in terms of active ingredients, dosage, strength and usage. Generic drugs are generally less expensive than brand-name drugs. If a generic is available locally we encourage the patient to ask their doctor about taking the generic alternative.

3. What does the “G” mean on the formulary?

Medication names appearing with **(G)** are available in a Generic version through your local prescription benefit plan. For a greater savings to your healthcare plan, ask your Physician about taking a Generic equivalent of your medication.

4. Is the medication the same as in the U.S.?

Medications supplied by CRX are manufactured in the same FDA approved facilities as those sold in the United States. Medications shipped from CRX meet the same strict manufacturing requirements as those sold in the U.S. and are government regulated. Some medications you receive may look slightly different or have a different name. For example, a drug may be a capsule in the U.S. but a tablet in another country.

5. Why is the medication not available?

Your medication may not be available for one of the following reasons:

- Generic drugs are excluded because they usually cost less in the U.S.
- Medications requiring refrigeration are excluded since they may spoil during transit.
- Narcotics and controlled substances are excluded because of safety concerns, as well as, laws and regulations.
- Medications likely to be required right away, such as antibiotics for an infection, are excluded because of the time required to purchase them abroad.
- The medication may be available for purchase locally at a lower cost to your health plan.

6. Are there any other medications available that I can take or can be substituted?

When visiting your Doctor ask to review the list of medications for possible substitution. There may be comparable medications available through your program.

SHIPPING

1. **Who pays the shipping costs?**

There are no individual shipping charges. All shipping costs are included in the program.

2. **What is the standard delivery period?**

Please allow 4 weeks for delivery of your package.

3. **Do I have to sign for my package?**

CRX does not require a signature upon delivery; this may be at the discretion of the US postal Service. They may require a signature on delivery. If they do, this is not something we can request them not to do.

4. **How long does a package take to clear customs?**

U.S. Customs can hold any package for any length of time. Generally, our orders can take anywhere from 2 to 10 days to clear customs.