

# Prescription Optimization Program

## FAQs

### What is the Prescription Optimization Program (POP) and how does it benefit me?

This program is designed to assist with obtaining critical, high-cost medications at a more affordable price. POP offers:

-  **Personal Guidance** - Our dedicated POP team will act as your personal advocate and guide you through the complex world of prescriptions to help you obtain your medications in a cost-effective manner.
-  **We'll do the Coordination** - The POP team explores the possibility of obtaining a copay card(s) from manufacturers and patient assistance programs, providing the critical link between you, your doctor, and pharmaceutical companies.
-  **We'll Make it Simple** - Personal POP Patient Advocates help determine eligibility for patient assistance, streamlines the application process, and minimizes the processing and wait time for your critical medications.
-  **We're Here to Help** - Our team of experienced professionals values your needs and can answer any questions related to high-dollar medications.

### What type of assistance can POP 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.

### What is considered a high-dollar medication?

A high-dollar medication is any medication that will cost over \$1,000 for a 30-day supply and \$2,000 for a 90-day supply. To verify if your medication is a high dollar medication, you can call the Prescription Optimization team at **(469) 598-2324**.

### How do I know if I qualify for POP?

All medications over \$1,000 will require a prior authorization from CerpassRx. Prior authorization is the process by which healthcare providers must obtain advance approval for a medication to ensure proper clinical use. The patient must meet the diagnosis and clinical criteria for the medication to obtain the medication. For members who think their medication(s) may qualify for the POP, we encourage you to call the CerpassRx POP team at **(469) 598-2324**.

### What is the POP process?

Most high-dollar medications will need to be processed and filled by a CerpassRx preferred vendor. Please follow the below steps to ensure that the prior authorization and medication is expedited:

**Step 1:** When a high-dollar medication is prescribed, to ensure that the prior authorization and medication is expedited, please reach out to the CerpassRx POP team:

- **Phone:** (469) 598-2324 | Monday - Friday, 8:00 a.m. - 7:00 p.m. CST
- **Email:** PAPOPfax@FPBrx.com

**Step 2:** A designated CerpassRx POP Patient Advocate assists with the prior authorization review for the high-dollar medication(s), guides the member through the next steps of POP, and answers any key member questions.

**Step 3:** CerpassRx POP Patient Advocate coordinates obtaining a copay card(s) from manufacturers, patient assistance programs, or international sourcing, providing the critical link between you, your doctor, and pharmaceutical companies.

**Step 4:** CerpassRx POP Patient Advocate contacts the member informing them their prescription is ready for pickup or will be shipped.

### Is there an additional charge for POP?

No additional fees apply to you for POP and services provided.

***We want to do our best to ensure you understand the benefits of POP and the opportunities available to receive the highest level of benefit coverage for your medication. If you have any questions regarding this program, please call CerpassRx at (469) 598-2324 or email us at PAPOPfax@FPBrx.com.***



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