Catamaran Home Delivery (CHD)  
Frequently Asked Questions

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General Information

1. How do I get help via telephone with Home Delivery?

Contact the phone number on the back of your ID Card: For active members, this phone number is: 844-265-1224. For EGWP (Medicare D) members, this phone number is: 844-265-1225. The Catamaran Call Center, known as “Member Services”, is open 24 hours a day, 365 days a year.

2. What are the Catamaran Home Delivery hours of operation?

Miramar Home Delivery Pharmacy, Harvard’s mail order pharmacy with Catamaran, is open 7am to 7pm EST, Monday through Friday. This is the mail service pharmacy and not the call center.

Medication Orders

1. How do members use mail service?

- Members should have their prescriber write a prescription for up to a 90 day supply. **Note: If medication is needed right away, ask your prescriber to write two prescriptions; one to fill at their local pharmacy and the 2nd to mail to Catamaran Home Delivery.**
- Members should complete a Registration/Order Form. This form includes a confidential member profile section for themselves and any other family members. This form is provided in the patient materials received with the benefit ID Card. This form can also be printed from the web at www.mycatamaranrx.com. Members can also contact member Services and provide all of the necessary information to our Member services representatives to get registered with Catamaran Home Delivery.
- For prescriptions sent to Catamaran Home Delivery, members should write their name, date of birth, and Catamaran member ID number on the back of each prescription.
- Please include a phone number for Catamaran Home Delivery to contact you in the event of any delay in the shipping/processing of your order, including; missing or inaccurate payment information, or products that could be on back order.
- The registration form should be mailed with the prescription(s) and co-payment to the appropriate address listed on the form. CHD will ship orders to the address entered on the form. The Catamaran Home Delivery address is PO Box 407096 Ft. Lauderdale, FL 33340-7096
- It is recommended that ALL orders be accompanied by a form of payment. Acceptable payment includes check, credit card, money order, and FSA bank cards.
- If your home address changes, please ensure that your Catamaran Home Delivery reflects the appropriate address for your shipments. Catamaran will maintain the mail order shipping address provided with mail order registration as members may choose to maintain separate addresses.

**Note: Catamaran Home Delivery will automatically fill medications once a prescription is received. For Med D members (EGWP) member consent is required before a medication will ship.** Beginning January 1, 2014, CMS (Centers for Medicare & Medicaid Service) guidelines prohibit the automatic delivery of prescriptions for Medicare D/ Employer Group Waiver plan members unless consent can be obtained prior to each delivery. The auto refill program at Catamaran is not currently offered to Med D /EGWP members at Catamaran to ensure that consent can be obtained prior to shipment of medications. Catamaran offers the refill reminder program prior to each delivery to obtain consent and process prescriptions in a timely manner.
2. Can prescribers submit prescriptions on behalf of members?

- Yes, physicians may order medications by phoning, faxing or e-prescribing the prescription(s) to Catamaran Home Delivery. Members should advise their physician to also include their full name, Date of Birth and member ID number with the prescription. **Note: Faxed or phoned prescriptions are only valid when faxed or phoned by a physician. The fax number is 1-800-881-1889. Members may not fax or phone in their own prescriptions**

3. Can members transfer in prescriptions that are on file at another pharmacy?

- Yes, with limitations.
  - Prescriptions on file with a previous Mail Order facility (Express Scripts) were already transferred for Harvard members. If your mail order prescription was not transferred, a new prescription must be obtained. Prescriptions which could not be transferred include controlled substances, prescriptions with no remaining refills, expired prescriptions, or any prescription on hold and not dispensed by Express Scripts.
  - Prescriptions on file at a local retail pharmacy can be transferred in; however, CHD encourages members to obtain new prescriptions from their physicians. Typically, prescriptions on file at most retail pharmacies are written for a 30 day supply, and may or may not have sufficient refills to allow the members to take advantage of their full mail order benefit. Additionally, leaving a prescription on file at a retail pharmacy can be beneficial in the event the member needs an interim supply filled.

4. Will CHD automatically fill a new medication once a prescription is received?

- Yes. When CHD receives a new prescription either from a member or provider, it is assumed that the prescription is needed and will be filled, UNLESS the member or prescriber provides notes that the medication should be held to be filled at a later date.
- For Medicare members, CHD will outreach to members to obtain consent before dispensing new prescriptions from your prescriber.

5. Will CHD assist in obtaining a new prescription from a prescriber?

- Yes, Catamaran Home Delivery can assist with obtaining a new prescription from a prescriber upon request.
- CHD will reach out to a prescriber to request a renewal prescription for medications that a member has previously filled at CHD.
- CHD will reach out to request a new prescription for a medication that the member has not previously filled at mail order, but has received at a retail pharmacy (prescription claim visible in adjudication system).
- In the 2 cases listed above, CHD will make 3 attempts to obtain the prescription; if CHD does not receive renewal authorization after 3 attempts, the member will be contacted by an automated outbound call.
- CHD will not reach out to a prescriber to obtain a prescription that the member has never filled at mail order or a retail pharmacy.
- Some prescription medications require a new prescription with each fill, such as schedule II narcotics (pain medications).
6. When will members receive their order?
   - Most orders are shipped out within 72 hours from the time the prescription order is received. CHD recommends to members that they should allow up to 2 weeks from the time the order is placed or received by CHD, to the time the medication is received by the member. This time frame allows for shipping time as well as any unforeseen issues that may arise with the prescription order.

7. How can refills be automatically shipped?
   - Active members can opt into the auto-refill program. Auto refill requests will need to be completed via the web at [www.mycatamaranrx.com](http://www.mycatamaranrx.com), or by contacting Catamaran Member Services. A registered preferred credit card is required for utilization of the auto-refill program.
   - Enrollment in the auto-refill program is per selected medication. Some medications, such as controlled substances are not eligible for auto-refill.
   - If your prescriber changes your prescription in the auto-refill program, you must remove the old prescription from the auto-refill program.
   - Medicare D (EGWP) members are required to provide consent with each fill and therefore are not eligible for the auto-refill program.

Shipping

1. How are medications shipped?
   - Standard shipping is free. Most orders are shipped via USPS 1st Class Mail (FCM). CHD offers expedited shipping (Next day, or 2 day) at an additional charge.

2. How does CHD handle emergencies or requests for expedited delivery?
   - Expedited shipping methods are available at an additional cost, paid by the member. CHD offers 1-Day and 2-Day expedited methods. Requests to expedite shipping should be made when the order is placed. Once an order is in process, requests to change from standard shipping to expedited shipping can only be accommodated if the order has not yet entered the dispensing area. **Note: Expedited shipping requested on a Friday will be delivered by the next business day.**

3. If I pay for expedited shipping, when will it arrive?
   - Rush shipping reduces the time in transit only. The actual prescription processing time does not change and can vary due to quality checks we perform or exceptions that may arise. Possible exceptions include needing additional information from your prescriber, prior authorizations or drug interactions. These steps promote the health and safety of plan members and provide the highest level of quality when processing your prescriptions.

4. How are temperature sensitive medications shipped?
   - Temperature sensitive medications (those requiring refrigeration) are shipped using an expedited carrier (UPS, Fed-Ex) via 1-day or 2-day shipping methods, depending on the state it is shipping to and/or the month of the year. CHD ships these products in specially designed and tested packaging. **Note: Orders shipped via expedited method can only be delivered to a physical
address; they cannot be shipped to a PO Box. **Note: Temperature sensitive medications are not shipped on Fridays or days before a holiday (e.g. Christmas Eve).**

5. When multiple prescriptions are ordered together, will they all be shipped together?
   - Possibly. There are several reasons why prescriptions ordered together may be shipped separately. If one or more prescriptions on an order have an exception (e.g. Medication is out of stock, the prescription requires clarification or verification by the prescriber, etc.) then they may be split off to a new order to allow the other medications to process in a timely manner. Also, if an order containing a temperature sensitive medication processes on a non-ship day, it will be split off from the single order.

Payment
1. What forms of payment are accepted?
   - CHD accepts checks, money orders and credit cards, including FSA backed credit cards. The credit cards accepted by CHD are Visa, MasterCard, Discover and American Express. Credit cards are preferred to allow for variations in the prices of drugs and are required when placing an order through our website. For your convenience, your credit card number will be maintained on a secured site for future orders.

2. Can members be billed for orders?
   - Yes, if their outstanding balance due to CHD is under $49. However, CHD recommends that members keep a credit card on file, or provide payment with orders mailed to CHD to prevent orders from being delayed due to payment required.

3. How are checks processed?
   - Checks are processed the day they are received at the mail order facility. In some cases, a member’s check may be cashed prior to their order being processed and/or shipped. Checks should also reflect the full amount of the shipment. If the amount of the check is less than the cost of the shipment, this may cause a delay in releasing the prescription order.

Member or Order Issues
1. What should members do if they notice a shortage of a product, or a damaged/defective product?
   - Members should inspect the contents of their order as soon as it is received. If there are any shortages, damaged or defective products, or other concerns, members should immediately contact the Member Services department. The member’s claim will be researched by the pharmacy. If the claim is denied or if additional information is needed, the pharmacy will contact the member. For reported damaged or defective products, the pharmacy will provide the member with a pre-paid return label/packaging. In some instances, a reship may not be completed until the “damaged/defective” product is returned.

2. What should members do if they do not receive their order?
   - If a member does not receive their order, they should contact the Member Services department.
• If the order was shipped to an incorrect address due to CHD error, a new order will be processed and shipped to the member via expedited delivery at the pharmacy's expense.

• If the order was shipped to an incorrect address due to a non-CHD error (e.g. Physician provided incorrect address, member did not update correct address), a new order will be processed utilizing a remaining refill on the prescription. If there are no refills remaining on the prescription, the pharmacy will reach out to the physician for a new prescription. An additional co-payment may apply.

• If the order was shipped to the correct address, the shipping courier’s tracking system will be checked to determine if the order was delivered or if it was lost in shipping.
  o For orders showing as delivered, a new order will be processed utilizing a remaining refill on the prescription. If there are no refills remaining on the prescription, the pharmacy will reach out to the physician for a new prescription. An additional co-payment may apply.

• Orders that are still moving through the delivery process will not be reshipped. The member will need to wait for the shipping to complete; if the member has 1 week or less of medication, an interim fill override will be provided.

• Orders showing as lost (tracking on shipment has stopped progress) will be reshipped at no additional charge.

• Reports of lost controlled substances will be addressed on an individual basis.

3. What can a member do if they have run out of medication and are waiting to receive their mail order prescription in the mail?

• Members should place their orders at least 2 weeks prior to the time their current prescription order will run out. In cases where insufficient time was allotted, members may be able to obtain an interim supply. Our Member Services Representatives can enter an override to allow a temporary supply to process at a local retail pharmacy. Members may need to contact their prescriber to supply their local pharmacy with a prescription (if they do not already have one on file).

4. Can a member cancel an order once it has been created?

• It is CHD’s policy that once an order has been created, it can only be cancelled if it is in a financial “holding” queue (e.g. Balance, Credit Card or Co-pay queues). If the order is in any other queue, a request to cancel CANNOT be guaranteed.

5. What situations can cause a member’s order to be delayed?

There are a number of situations that can delay an order.

• Payment Issues
  o Copayments over $250 require member authorization
  o Credit Card orders over $250 require a member authorization; members can request to increase this limit
  o Outstanding balance of at least $49.

• Prescription/Medication Issues
  o Medication is out of stock and/or on backorder with manufacturer
    ▪ If CHD is out of stock (i.e. the full quantity of medication is not available), then the entire order will be held, and the pharmacy will submit a drug order to the wholesaler. Catamaran receives daily orders so the requested drug is typically received within 1-
2 days. Once received, Catamaran will continue to dispense and ship the order. **Note: if the member orders multiple drugs at the same time, Catamaran will attempt to keep that order together unless there are different shipping requirements (i.e. cold pack) or unforeseen delays on one or more items.**

- If Catamaran is unable to obtain inventory from the wholesaler in a timely manner (i.e. there is a backorder or manufacturer shortage on a drug), then the remaining Rx’s in the order will be split and shipped separately. Catamaran will continue to order the out of stock drug, and will notify the member of any long term delays based on the manufacturer’s expected release date. For long term backorder situations, the member can check potential inventory at their retail pharmacy, or CHD may need to ask the prescriber for a substitution (i.e. different strength, dosage form, etc.) until the shortage is resolved.

  - Prescription requires clarification or verification from prescriber
  - Prior Authorization is needed from the prescriber.

- Member Issues
  - Address Verification needed to ship an order
  - Orders requiring member consent under Medicare