



Q&A

"Beneficiaries / Providers"

Pharmacy Benefit Manager Transition (PBM)

For Plan Vital

Questions	Answers
What is a PBM?	It is a company that offers the services of processing medications coverage programs between pharmacies and insurers. This process does not include the beneficiary's participation.
How does the PBM change affect me?	This change does not affect you. You will continue to receive pharmacy services as usual. This process is transparent to the insured.
Where can I find Plan Vitals' Covered Drug Formulary (FMC)?	You can find the FMC of Plan Vital on the ASES website: https://www.asespr.org/beneficiarios/medicamentos/
Are there any changes to my current insurer?	No, you will remain with your same insurer and your current Plan Vital card.
How do I make sure I will keep receiving my maintenance medications?	You will continue to receive maintenance medications (for your chronic conditions) as usual by visiting the pharmacy where you delivered the prescription for any repeats that are available to you. Once the <i>refills have been exhausted</i> , you will need to get a new prescription from your doctor.
Do I need a new prescription?	If the prescription is for maintenance medications and you have repeats available, you don't need a new prescription. Once the <i>refills have been exhausted</i> , you will need to get a new prescription from your doctor.
Can I visit my pharmacy of choice?	Yes, you can continue to visit your pharmacy of choice.
Does the pharmacy network change?	It doesn't change. The pharmacy provider network remains the same.
Will I receive my pending medication repeats?	Yes, the repeats that remain pending may be dispatched as usual.

Questions	Answers
I am using a medication that was previously authorized by the insurer and I have repeats, do I have to pre-authorize it again?	No, you will still have access to your medication as usual, exhausted repeats may be subject to re-evaluation by the insurer.
Does the non-formulary drug application process change?	The process for requesting non-formulary drugs remains unchanged. This requires justification from your doctor and evaluation by the insurer for determination.
What will be the process for receiving non-formulary drugs?	The process for requesting non-formulary drugs remains unchanged. This requires justification from your doctor and evaluation by the insurer for determination.
If I was denied a drug authorization that is either a formulary drug or non -formulary drug, what can I do?	You can appeal the determination to the insurer and if it remains denied (for the second time) then you can file an application for an administrative hearing with the ASES. You can do this by calling the customer service area at 787.474.3300 option one(1).
Do I need a primary physician countersignature?	For new prescriptions prescribed by providers outside your primary medical group or out-of-network providers, countersignature is required.
Are you going to change my card?	Your Plan Vital card will not be replaced at this time, including the virtual card. You will use the same card.
If I visit an emergency room and am given a prescription, will I be able to receive these medications?	Yes, you will be able to receive emergency supplies for up to 5 days according to the Drug Formulary while you visit your primary care physician to review your treatment as usual.
Are there any changes to the medical or pharmacy/drug coverage?	No, there are no changes to the medical coverage or pharmacy/drug coverage. There are no changes to the formulary.
Where can I contact if I have any questions with my prescription or any situation with my Plan Vital card?	You can contact the customer service office of the insurer that provides services to you. You will find the number on the back or back of your Vital Plan card. You can also contact the ASES Customer Service Office at 787.474.3300 option one (1).
<p>The Plan Vital Pharmacy Benefits Administrator (PBM) transition represents significant savings that will be used to improve services to our beneficiaries. This process will not change your actual pharmacy coverage. If you have any other question, please call your insurer or go to: asespr.org/PlanVitalPR.com</p>	