

Member Reference Guide



Southern Scripts manages the prescription benefits for your plan sponsor (employer).

WELCOME

Welcome to Southern Scripts, your dedicated pharmacy benefit manager. We are committed to lowering drug costs, enhancing patient health, and delivering superior service. This guide exhibits how to navigate your prescription benefit plan with Southern Scripts. We look forward to serving you!

Please contact our 24/7/365 LIVE customer support team at (800) 710-9341 with any questions you may have about your prescription drug benefits.



SERVICE AND SUPPORT MATTER

Southern Scripts eagerly provides a first-class member experience. We are available 24/7/365 for our valued members.

Business Hours

- Monday-Friday
6:00 AM - 10:00 PM CT
- Saturday
8:00 AM - 6:00 PM CT
- Sunday
8:00 AM - 5:00 PM CT




Live, 24/7/365 Support

- (800) 710-9341
- On-call pharmacists are available

Online Support

- Email: support@southernscripts.net
- Website: southernscripts.net

WE ARE DEDICATED TO:

-  Improving drug cost transparency.
-  Providing convenient access to your prescriptions.
-  Assisting you in achieving the best health outcomes possible.

(800) 710-9341

QUICK ACCESS TO YOUR PRESCRIPTIONS

Southern Scripts Mobile App



Southern Scripts understands the importance of customer care and convenience.

The all-new Southern Scripts app seamlessly provides a simple and fast way to track and manage your prescriptions. The mobile app unifies all of your pharmacy information in one place.

Download today! Available on iOS and Android.

Utilize the built-in Pharmacy Locator to find a pharmacy near you! Plus, get instant access to helpful features, such as:

- » Digital ID Card
- » Prescription History
- » Drug Price Check
- » Drug Formulary Search
- » Pharmacy Locator
- » Variable Copay™ Enrollment
- » Prior Authorization Reviews
- » + More

Members must first complete Southern Scripts Member Portal registration prior to utilizing the mobile app. Members must use the name issued on their ID card to complete registration and login authentication.

DRUG FORMULARIES

The drug formulary is a comprehensive list of preferred medications chosen by a committee of specialists based on their quality and efficacy. The drug formulary is updated on a regular basis and includes both brand-name and generic medications.

1. Open the **Southern Scripts Mobile App** and login using your credentials. *If you do not have credentials, please select the button labeled Create Your Account. Members must use the exact name issued on their ID card to complete registration and login authentication.*
2. Select **More** from the bottom menu navigation.
3. Select **Formulary Search**

To perform a formulary drug search via a web browser, please follow the steps below:

1. Visit **southernscripts.net/members**
2. Select **Find Your Member Page** on the left navigation
3. Enter your **Group Number** (found on your insurance/benefit ID card)
4. Select **View Member Page**
5. Under **Search For Medications**, type the name of your medication and click **Search**

Member Resources

southernscripts.net/members

- » Contact Information
- » How To Fill Your Prescriptions
- » Locate a Pharmacy
- » Access Member Portal

FILLING YOUR PRESCRIPTIONS AT A NETWORK PHARMACY

Choosing a participating pharmacy is the first step toward filling your prescription. Generally, you can continue to use your current pharmacy. Need help finding a pharmacy? The Network Pharmacy Locator is a great tool for finding a pharmacy in your area.

Use the Southern Scripts Mobile App to locate a pharmacy near you!

1. Open the **Southern Scripts Mobile App**.
2. Select **Pharmacies** from the bottom menu navigation.
3. Enter your **ZIP Code** to locate a pharmacy near you.

To locate a pharmacy via a web browser, please follow the steps below:

1. Visit **southernscripts.net/members**
2. Select **Network Pharmacy Locator** on the left navigation
3. Select **Find a Pharmacy**
4. Enter your **ZIP Code**
5. The Southern Scripts Bin Number is **015433**
6. Enter your **Group Code** (found on your insurance/benefit ID card)
7. Select your **Search Radius** based on your ZIP code



Pharmacy is contracted as a FirstChoice™ pharmacy



Pharmacy is contracted for specialty medications



Pharmacy is contracted for vaccines



SELECT A FIRSTCHOICE™ PHARMACY AND SAVE ON YOUR PRESCRIPTION MEDICATIONS

A pharmacy network is a group of pharmacies that are contracted with Southern Scripts to provide covered products and services to members at discounted rates.

FirstChoice™ is the preferred pharmacy network of Southern Scripts, offering access to reduced prescription costs at participating FirstChoice™ pharmacies across the nation. A participating FirstChoice™ pharmacy offers, on average, a lower cost on medications for covered drugs than a standard (non-preferred) pharmacy. FirstChoice™ consists of both independent (local/community) and retail (national/regional) pharmacies. Participating FirstChoice™ pharmacies also offer the added benefit of filling a 90-day supply of medications.

To locate a FirstChoice™ Pharmacy, follow the steps on **Filling Your Prescriptions at a Network Pharmacy** and refer to the legend.

TRANSFERRING YOUR PRESCRIPTIONS TO A FIRSTCHOICE™ PHARMACY

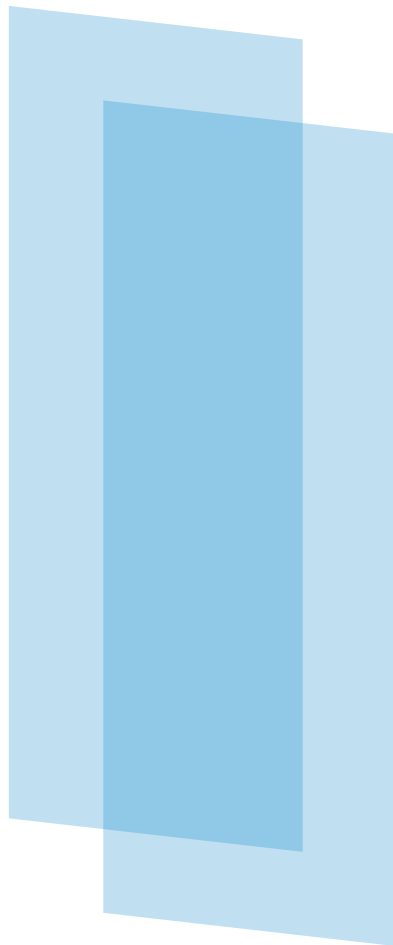
Locate a FirstChoice™ pharmacy by following the steps **Filling Prescriptions**. A participating FirstChoice™ pharmacy offers, on average, a lower cost on medications for covered drugs than a standard (non-preferred) pharmacy.

Inform your new participating FirstChoice™ pharmacy that you want to transfer your prescriptions from your old pharmacy. You will need the name, strength, and prescription number of each prescription, along with the phone number of your old pharmacy. You can accomplish this by calling, visiting the new pharmacy in person, or if your new pharmacy offers the technology, by using online services such as a website or mobile app.

Your new pharmacy will need your health insurance information, and perhaps some personal information as well. Typically, your new pharmacy will request:

- » Health insurance card
- » Address
- » First and last name
- » Phone number
- » Date of birth
- » Possible allergies you may have

The amount of time your new pharmacy needs can depend on how many prescriptions need to be moved over, possibly 1-3 business days. When the time comes to pickup your prescription(s), please bring your insurance card with you to the pharmacy.



HOW TO LOWER YOUR PRESCRIPTION DRUG COSTS

Locate a FirstChoice™ pharmacy by following the steps **Filling Your Prescriptions at a Network Pharmacy**. A participating FirstChoice™ pharmacy offers, on average, a lower cost on medications for covered drugs than a standard (non-preferred) pharmacy.

Ask your physician about generic drugs. A generic drug is a version of a brand drug. According to the U.S. Food and Drug Administration (FDA), compared to the brand drug, a generic:

- » is chemically the same
- » works the same in the body
- » is just as safe and effective
- » meets the same standards set by the FDA
- » often costs much less

Example: rosuvastatin (generic) is the same drug as Crestor® (brand)

USING YOUR PHARMACY BENEFIT ID CARD

The pharmacy needs your benefit ID card to correctly process your prescription.

Group Number: **Reference Member ID Card**
Cardholder ID Format: **Reference Member ID Card**
Bin Number: **015433**
PCN: **SSN** (Southern Scripts Network, not SSN#)
PBM: **Southern Scripts**

Use your physical insurance card/pharmacy benefit ID card at the pharmacy or utilize your digital member ID card found inside the **Southern Scripts Mobile App**.

1. Open the **Southern Scripts Mobile App** and login using your credentials
2. Select **Member** from the bottom menu navigation. *The member section of the app contains a digital member card with access to important member information, such as: Member ID, Group ID, Group Name, Utilization Summary, and Deductible Amount.*

Alternatively, you can use the **Member Portal** to view your pharmacy benefit ID card.

1. Visit **southernscripts.net/members**
2. Select **Member Portal** on the navigation menu.
3. Login to the **Pharmacy Benefits Portal** with your credentials.
4. Your **Member Card Information** will be displayed on the home screen.

Note: First time users need to create an account by following the hyperlink on the Member Portal page. Members must use the exact name issued on their ID card to complete registration and login authentication.

PHARMACY BENEFITS MEMBER PORTAL

The Southern Scripts **Member Portal** provides a variety of helpful features that make it easy for members to manage all aspects of their prescription drug benefit:

- » View benefit details
- » Manage account and prescription history
- » Locate a pharmacy
- » Lookup a drug price
- » Electronic ID Card

Members can access their Member Portal simply by using the **Southern Scripts Mobile App** or for web-based users, following the steps below:

1. Visit **southernscripts.net/members**
2. Select **Member Portal** on the navigation menu.
3. **Login** to the **Pharmacy Benefits Portal** with your credentials.

Note: First time users need to create an account by following the hyperlink on the Member Portal page. Members must use the exact name issued on their ID card to complete registration and login authentication.

PRICE CHECK TOOL

The Drug Pricing Tool allows you to price your prescription drugs at any pharmacy in a few easy steps. To access the price check tool, use the **Southern Scripts Mobile App**.

1. Open the **Southern Scripts Mobile App**
2. Select **Price Check** from the bottom menu navigation
3. Enter your **ZIP Code** to locate a pharmacy near you
4. **Select** a pharmacy of your choice
5. Enter **medication name, quantity, and days supply** for the drug
6. Select **Check Price**

For web-based users, you can access the Price Check Tool from the Member Portal.

1. Visit **southernscripts.net/members**
2. Select **Member Portal** on the navigation menu.
3. **Login** to the **Pharmacy Benefits Portal** with your credentials.
4. Select **Price Check** on the left navigation
5. Enter **Zip Code**
6. Locate a pharmacy and select the **Check Prices** option
7. Enter **medication name, quantity, and days supply** for the drug
8. Select **Check Price**



UNLOCK BIG SAVINGS ON BRAND AND SPECIALTY DRUGS

Variable Copay™ requires enrollment. Enrollment in Variable Copay™ is quick and simple. Please call (833) 439-9617 to speak with a dedicated Variable Copay™ Concierge. Enrollment is also available within the Southern Scripts mobile app.

Variable Copay™ utilizes manufacturer-provided coupons to significantly reduce the cost on eligible high-cost brand and specialty medications. With Variable Copay™, your out-of-pocket costs for prescription drugs may be reduced or eliminated by a drug manufacturer's coupon.

Your medications will arrive at your doorstep monthly via a shipping courier (UPS, FedEx, DHL) - approximately 5-7 days before your current medications are completed. A Variable Copay™ Network Pharmacy will communicate with you each month on reminders of your shipment and verification of address.

For any questions or concerns regarding Variable Copay™ prescription fulfillment, please call (833) 439-9617 to speak with a Variable Copay™ Concierge.

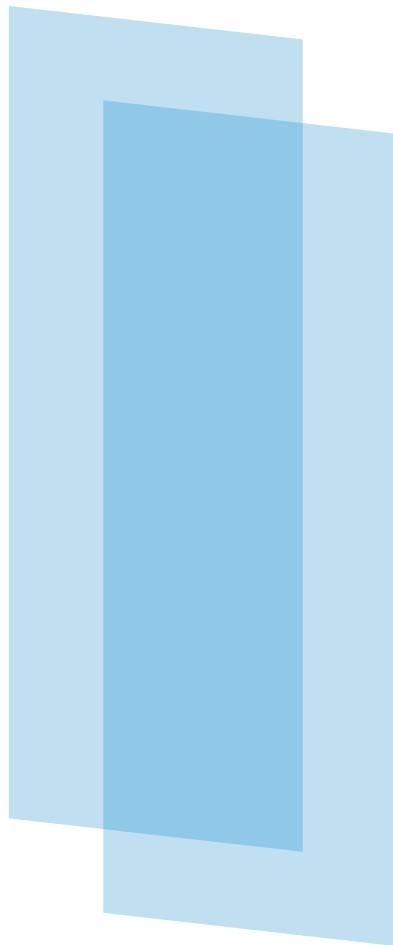


SUBMITTING A CLAIM

In an emergency, you may need to seek reimbursement for prescriptions filled and paid for on your own. To submit a claim, you must include specific information about the prescription, the reason for the reimbursement request, and any primary insurer payments.

To access the Claim Reimbursement Form:

1. Visit southernscripts.net/members
2. Select **Claim Reimbursement** on the navigation menu.





**We're Here
For You.**

(800) 710-9341

