

Prescription Benefits

GETTING THE MOST OUT OF
YOUR BENEFITS



Your pharmacy benefit

As a Trillium member, you can get your prescription medication from any of our in-network pharmacies.

You may find getting your prescription more difficult right now. Many pharmacies have closed or have staff shortages. To help you avoid long lines when you get your prescription, here are some options:

- **Ask your pharmacy to coordinate the refills of your medication.** This way you can pick them all up on the same day.
- **Ask your pharmacy if delivery is available.** Your pharmacy may deliver your prescription. This way you don't have to stand in line.
- **Ask your pharmacy if they offer a phone app or text messaging.** You can use this to request a refill of your medication. You can also sign up to receive text messages when your prescription is ready.

Options for Your Long-term Medication(s)

If you are on a maintenance medication (a medication that is used to treat a condition that is considered long term), you may be able to get a 90-day supply. This way you can go to the pharmacy less often.

MAIL ORDER PHARMACIES

You have the option to fill your maintenance medications at these mail order pharmacies:

Postal Prescription Services

- Sign up at this website: www.ppsrx.com
- Or sign up by phone: 800-552-6694

CVS Caremark

- Sign up at this website: www.caremark.com/manage-prescriptions/rx-delivery-by-mail.com
- Or sign up by phone: 800-552-8159

Help with rides to and from the pharmacy

As a Trillium member with the Oregon Health Plan (OHP), Trillium may pay for you to get to and from the pharmacy and other health-related appointments. You can ask for help through RideSource.

To schedule a ride, call the RideSource Call Center: 541-682-5566 or 877-800-9899, TTY: 711

- **Tell RideSource** you are a Trillium member with OHP.
- **A trained staff person** will arrange a time to talk to you about your transportation needs.
- **Please call at least 2 business days** (Mondays through Fridays) before your appointment. If you have an urgent medical need, there are a few appointments for same-day rides.

Stay Up-To-Date on Your Pharmacy Benefit



Find more information about transportation (rides), the mail order program, and Trillium's preferred drug list on our website at:

www.trilliumohp.com/pharmacy





Do you need help getting your medications? If you are not able to reach the pharmacy, let us know:

- Call Trillium Member Services at:
(541) 485-2155 OR
(877) 600-5472, TTY 711.



We can help you coordinate the services you need.

- Contact your Trillium Case Manager. Case managers work closely with our Pharmacy team and will try to contact your doctor or pharmacy on your behalf.

You can get this letter in another language, large print, or another way that is best for you. You can also have a language interpreter. This help is free. Call 1-877-600-5472 (TTY/TDD: 711).

Puede recibir esta carta en otro idioma, en letra grande o en el formato que sea mejor para usted. También puede tener un intérprete de idiomas. Esta ayuda es gratuita. Llame al 1-877-600-5472 (TTY/TDD 711).

Do you think Trillium Community Health Plan (Trillium) has treated you unfairly? Trillium must follow state and federal civil rights laws. It cannot treat people unfairly in any of its programs or activities because of a person's:

- Gender Identity
- Age
- Race
- Marital Status
- Color
- Religion
- National Origin
- Disability
- Sex
- Sexual Orientation
- Health Status
- Need for Services

English ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-877-600-5472; TTY: 1-877-600-5473.

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-600-5472; TTY: 1-877-600-5473.



TrilliumOHP.com

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