

FAQs for VillageCareMAX Prescribers and Case Managers

VillageCareMAX Health Plans (VCM) is implementing a new specialty pharmacy network starting July 15, 2019. Members may now use MedImpact Direct Specialty® Pharmacy Program for their specialty pharmacy needs. MedImpact Direct Specialty® will send referrals, along with the member's benefit and eligibility information, to an in-network, contracted specialty pharmacy. Our network pharmacies offer high-touch services to allow access to treatment without placing added burden on your staff.

MedImpact Direct Specialty® is a hub that receives and directs specialty referrals to the dispensing specialty pharmacy on behalf of the plan sponsor. MedImpact Direct Specialty® also simplifies limited distribution drug fulfillment by directing referrals to the appropriate pharmacy in advance.

Our pharmacies contact patients each month to start a refill, review adherence and answer questions. For each therapy, network pharmacies provide:

- Information to improve patient outcomes
- Patient education
- Help with side effects
- Lab reviews
- Coordination with doctors(s)
- Outreach calls to help patients with therapy
- Patient-focused dispensing
- State-of-the-art pharmacies with accredited best practices
- Quality checks

How do you submit referrals to MedImpact Direct Specialty®?

Prescribers can download and complete the referral form any time from www.medimpactdirect.com on the Providers page. **Fax the referral form, a copy of the patient's insurance card and lab work, if appropriate, to 1-888-807-5716.**

What do the pharmacies in the MedImpact Direct Specialty® Pharmacy Network provide?

Our network pharmacies provide clinical services for your patients and ship drugs to the location of your patient's choice. Our pharmacies contact patients each month to start a refill, review adherence and answer questions. For each therapy, network pharmacies provide:

- Information to improve patient outcomes
- Patient education

- Help with side effects
- Lab reviews
- Coordination with doctors(s)
- Outreach calls to help patients with therapy
- Patient-focused dispensing
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Will MedImpact Healthcare Systems provide a report on members using specialty medications?

Yes. MedImpact will provide a detailed report on each patient's specialty medication(s) with prescription and prescriber information.

Who do you contact with questions about starting your patients on new therapy?

Call MedImpact Direct Specialty® at 1-877-391-1103 (TTY dial 711) 8 am to 8 pm Eastern Time, Monday-Friday. You can email us at specialtyhub@medimpactdirect.com. Please do not include any personal health information in the email.

What does a member need to do to move to a MedImpact Direct Specialty® network pharmacy?

Changing to MedImpact Direct is *the patient's choice*. If the patient wants to keep his or her current pharmacy, no action is needed. Keeping the current in-network pharmacy will not affect the patient's current coverage. However, the pharmacy must be in MedImpact's Part D retail or specialty pharmacy network.

If your patient would like to choose MedImpact Direct Specialty®, we will need patient permission. The patient should contact us at 1-877-391-1103 (TTY dial 711). We are available from 8 am to 8 pm Eastern Time, Monday-Friday. The patient also can contact MedImpact Direct Specialty by email at specialtyhub@medimpactdirect.com. Please do not include any personal health or payment details in the email.

This information was included in a welcome letter mailed to VCM members with a current prescription for a specialty medication.