

## **Change in Pharmacy Fulfillment Manager Frequently Asked Questions**

Capital Rx is the pharmacy benefit manager for the Inova medical plans. Capital Rx is changing its partner from Optum to Costco for fulfillment of mail order medications and specialty drugs effective August 1, 2025. The copays and coinsurance will remain the same. No action is necessary by team members.

**1. Why is Capital Rx changing its fulfillment partner?**

Capital Rx's contract with Optum ends July 31, 2025, and it obtained drugs at a lower cost with Costco.

**2. What is changing?**

Inova team members and their enrolled dependents (collectively called "members") who are enrolled in an Inova medical plan currently obtain their mail order medications through Optum and their specialty drugs through Optum Specialty Pharmacy or Inova Specialty Pharmacy.

The new mail order pharmacy will be Costco Pharmacy. This affects members who receive a 90-day supply of maintenance medications by mail.

The new specialty drug pharmacy will be Lumicera, a Costco partner. The change in the specialty drug pharmacy affects members residing outside of Virginia, Maryland or Washington, DC. Members residing in Virginia, Maryland or Washington, DC will continue to obtain their specialty drugs through Inova Specialty Pharmacy.

**3. How does this change affect me?**

**Maintenance Medications**

Members are required to receive a 90-day supply of maintenance medication after the second fill (initial prescription plus one refill) of a 30-day supply. These medications are typically for long-term conditions, such as high cholesterol, high blood pressure, diabetes, etc.

Beginning August 1, 2025, members must obtain their mail order medications from Costco Pharmacy. Members may also obtain a 90-day supply at any Costco Warehouse (if you are a member) or a network retail pharmacy, such as CVS.

Members residing in Virginia, Maryland or Washington, DC may also obtain their mail order medications from any Inova Retail Pharmacy to pick up in person or have home delivery. The copays and coinsurance for obtaining medications from Inova Retail Pharmacy are less expensive than from Costco Pharmacy, so you may want to consider obtaining your maintenance medications from any Inova Retail Pharmacy.



### Specialty Medications

Members residing outside of Virginia, Maryland or Washington, DC must obtain their specialty drugs from Lumicera, a Costco partner, beginning August 1, 2025.

Members residing in Virginia, Maryland or Washington, DC will continue to obtain their specialty drugs from Inova Specialty Pharmacy.

#### 4. What is a specialty drug?

Specialty drugs are high-cost prescription drugs used to treat complex chronic conditions, such as rheumatoid arthritis, multiple sclerosis and cancer. These medications typically require prior authorizations and have additional clinical support programs, such as a comprehensive medication management review with an Inova clinical pharmacist.

#### 5. What options do I have to obtain my medications?

The chart below shows where you can obtain your medications.

Team members residing in...	30-day Supply	90-day Supply	Specialty Drugs
<ul style="list-style-type: none"><li>Virginia</li><li>Maryland</li><li>Washington, DC</li></ul>	<ul style="list-style-type: none"><li>Inova Retail Pharmacy</li><li>Any network pharmacy, such as CVS</li></ul>	<ul style="list-style-type: none"><li>Inova Retail Pharmacy – pick up at pharmacy or home delivery</li><li>Costco Pharmacy – mail order</li><li>Any network pharmacy, such as CVS – pick up at pharmacy</li></ul>	<ul style="list-style-type: none"><li>Inova Specialty Pharmacy (required). Some medications only available through home delivery from Inova Specialty Pharmacy</li></ul>
All other states	<ul style="list-style-type: none"><li>Any network pharmacy, such as CVS</li></ul>	<ul style="list-style-type: none"><li>Costco Pharmacy – mail order</li><li>Any network pharmacy, such as CVS</li></ul>	<ul style="list-style-type: none"><li>Lumicera or other required limited distribution pharmacy</li></ul>

#### 6. Do I need to do anything during this transition?

No. Members' refill history will transfer to Costco Pharmacy and Lumicera. Capital Rx maintains the prior authorization history, so it is not affected by the transition.

Members will be advised they must obtain new prescriptions for expired prescriptions, prescriptions for controlled substances, prescriptions with zero refills, new or renewed prescriptions that have not been filled, and compounded prescriptions.

#### 7. Will I need a new prior authorization?

No. Prior authorization status is maintained by Capital Rx, not by individual pharmacies.



**8. Will drug costs change under this new partnership?**

The copays and coinsurance will remain the same. Each drug is priced differently, and the cost may increase or decrease at any time. There may be some instances where the cost of the drug will increase, typically caused by demand or pharmaceutical price increases. Your coinsurance will increase if the drug cost increases. In some cases, the cost of the drug will decrease, and your coinsurance will also decrease.

**9. How are we communicating this change to members?**

The transition will be communicated in several formats:

- Capital Rx will mail letters to team members in the first week of July to inform them of the transition.
- An article will be included in the July 9<sup>th</sup> edition of The Pulse and will include a link to an FAQ.
- The FAQ will be posted to the benefits portal at [www.myinovabenefits.org](http://www.myinovabenefits.org).
- Team members will receive an outbound telephone call from Capital Rx between July 15 and July 31 to remind them of the transition date.
- Capital Rx will update its digital and print materials to reflect Costco is the fulfillment partner.

**10. Tell me more about the Inova pharmacies.**

Inova Retail Pharmacy and Inova Specialty Pharmacy are licensed to dispense drugs in Virginia, Maryland and Washington, DC. When you use an Inova pharmacy, the drug revenue is paid to Inova and not to a competing pharmacy.

Inova Retail Pharmacy offers the following benefits:

- Lower copays and coinsurance
- Convenient locations at IFOH, IFMC, ILH and ICPH
- Free home delivery of specialty medications and 90-day maintenance medications
- Access to request refill through MyChart
- On-call pharmacist support 24/7
- Walk-in immunizations—\$0 copay on flu, Covid, pneumonia and Tdap, low copay on shingles
- Assistance in obtaining manufacturer discount coupons for certain drugs
- Text messaging—refill reminders/auto refill/prescription ready
- One Team—nurses, physicians, pharmacy, case managers, financial aid

**11. I have questions about my coverage – who should I contact?**

Contact Capital Rx at 1.844.306.7605 or visit their website at [www.cap-rx.com](http://www.cap-rx.com).