

FAQs

General Questions / Information / Contacts

Who do I contact for prescription drug questions?

Contact Magellan Rx Member Service Center at **1-877-228-7909**.

MagellanRx.com/member/login

How do I get reimbursed for a covered medication?

If you paid the full cost of a covered medication you can complete the Caterpillar Prescription Drug Claim Form to request reimbursement. Make sure to include a copy of the prescription receipt (not the cash register receipt) and send to Magellan Rx at the address on the form. You may want to keep a copy for your records.

Reimbursement forms can be found at Benefits.cat.com > [RX tab](#) > [Forms](#).

What is a Legend Drug?

Any medical substance which requires a doctor's written prescription to be dispensed to a patient. These medical substances are required under the Federal Food, Drug and Cosmetic Act to bear the legend:

"Caution: Federal law prohibits dispensing without prescription".

What is Step Therapy, and why is it used for some classes of drugs?

When there are several drugs within the same class of drugs that are considered equally effective and safe, the most cost-effective drug may be required as a first step. This is referred to as Step Therapy. Step Therapy may be required for coverage or through the Prior Authorization process.

What are quantity limits?

Quantity limits are implemented on certain prescription drugs based on recommended Food and Drug Administration (FDA) dosing guidelines. If your doctor prescribes a higher quantity of a drug that has a quantity limit, you will be responsible for paying 100 percent of any quantity that exceeds the plan's coverage.

Will my doctor know what I'm talking about when I ask for a drug that is on a different tier?

Physicians are not required to know what is covered under the Caterpillar health or prescription drug benefit. The Caterpillar Drug Formulary shows the Tiers of covered products and can be found at Benefits.cat.com > [RX tab](#) > [Caterpillar Drug Formulary](#).

What can I do to keep the cost of my medications down?

1. Ask your physician to prescribe a generic drug, when appropriate.
2. If a generic is not available, ask your physician to prescribe a Tier 2 (preferred) drug rather than a Tier 3 (non-preferred) drug.

What is a generic prescription drug?

Once a brand name prescription medication loses its patent protection, generic manufacturers can begin selling generic versions of the branded drug. The FDA mandates that these medications are copies of the original versions. Click [HERE](#) for additional information on generics.

What is our policy on drugs from Canada?

Caterpillar covers certain drugs that have been reviewed and approved by the FDA. Since drugs from Canada are not reviewed and approved by the FDA, they are not covered.

How can I find out the costs of prescription drugs?

If you have any questions or need assistance regarding your prescription drug coverage or out of pocket cost, contact Magellan Rx at **1-877-228-7909** or visit MagellanRx.com/member/login.