

Specialty Pharmacy FAQs

Magellen Rx Specialty Pharmacy Administration

What does Magellan Rx Specialty do for me as our specialty pharmacy?

Magellan Rx Specialty helps with authorizations and refill reminders; provide support and educational materials; provides free delivery of the specialty medication to you; gives you needed supplies at no additional cost; and offers you pharmacists and nurses via toll-free call to answer questions.

How will I receive my medication if I don't get it through a local pharmacy?

Magellan Rx Specialty ships medications via home delivery through FedEx. Medications are only shipped once a date and location have been confirmed with you for safe and secure delivery of medication.

How will I be assured that my prescriptions will be delivered in a safe and secure manner, particularly for drugs that must be kept at a certain temperature to maintain effectiveness?

Magellan Rx Specialty will work with you to determine the location and date of arrival of medication(s) so you have control of when and where it will be delivered. Medications are shipped in packaging that has been tested to make sure your medications will stay at the right temperature during shipping. Should you get a package that appears to be at the wrong temperature, you can call Magellan Rx Specialty to make sure your medication(s) are safe for you to take. Magellan Rx Specialty also keeps track of the weather, and changes the packaging as well as scheduling of deliveries to make sure your medications get to you with no problems.

How quickly will I get my prescription(s)?

Once Magellan Rx Specialty has worked with you to determine the location and date of arrival of your medication(s), and there are no other issues that delay the shipment, the medication(s) are typically delivered in two business days.

What happens if the package gets lost in shipment or delivered to the wrong address?

Magellan Rx Specialty tracks shipment delivery issues through FedEx. Undelivered, unopened packages can be returned to Magellan Rx Specialty. However, if the package is delivered to the wrong address or is unrecoverable, it will be immediately replaced by Magellan Rx Specialty at no additional charge.

I'm concerned about others knowing what I am getting in the mail. What does Magellan Rx Specialty do to protect my privacy?

Magellan Rx Specialty takes steps to protect your privacy by using packaging that does not identify contents.

Can Magellan Rx Specialty send my drugs to my local pharmacy or doctor's office so I can be sure they are delivered safely and securely?

Shipments may not be made to pharmacies for pick up. However, Magellan Rx Specialty will ship to your doctor's office if they agree to the delivery. You will need to let Magellan Rx Specialty know in advance if you are having a shipment sent to your doctor's office.

Will Caterpillar's list of specialty products change often?

The list of specialty medications for Caterpillar's group health plans is posted on benefits.cat.com in the Rx section. It is updated on a quarterly basis.

Who do I call for more information?

You may contact Magellan Rx Specialty Pharmacy at **866-554-2673**, Mon-Fri, 8 a.m.-10 p.m. EST. On-call pharmacists are also available 24/7 for urgent requests.

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