

(877)-635-9545

G. T. C. M. H. I. C.



## SPECIALTY PHARMACY

Our mission is to help you better understand your specific disease state so that you can achieve the best results, and maintain optimal long-term health. Through our unique specialty programs we educate every patient on how to safely take their medication(s) while monitoring for any inappropriate drug interactions.

[www.NOBLEHEALTHSERVICES.COM](http://www.NOBLEHEALTHSERVICES.COM)

## CONTACT US

### ProAct, Inc.

6333 Route 298  
E. Syracuse, NY 13057

### Regional Offices:

New York  
Chicago  
Minneapolis  
Houston

### For Additional Info:

[www.ProActRx.com](http://www.ProActRx.com)  
[Support@proactrx.com](mailto:Support@proactrx.com)  
(877)-635-9545

## PRESCRIPTION DRUG BENEFIT

*Retail and Mail Order*

GREATER  
TOMPKINS  
COUNTY  
MUNICIPAL  
HEALTH  
INSURANCE  
CONSORTIUM

**PROACT** INC.  
A PHARMACY BENEFIT MANAGEMENT COMPANY

## FREQUENTLY ASKED QUESTIONS

### How does the plan work?

1. When you receive a prescription from your doctor take it to your local pharmacy to be filled.
2. When you drop off the prescription, make sure to give the pharmacy employee your new Rx ID card.
3. The pharmacist will fill the prescription, give you the medication, and charge you the appropriate co-pay.

### What if I want to call in a refill?

If you call in a refill, make sure to speak with a pharmacy employee to let them know that there has been a change in your insurance. When you go to pick up your prescription you will need to present your Rx card at the pharmacy counter.

### Where can I get my prescription filled?

ProAct has a pharmacy network of over 65,000 pharmacies nationwide. This includes all major chains and many independent pharmacies.

## PRESCRIPTION CO-PAYS

To obtain information regarding your specific copay structures, please contact your human resource department.

## PROACT HOME DELIVERY

### Can I order my maintenance prescriptions through the mail?

Yes, you have the option of ordering your maintenance medications through ProAct's home delivery service, ProAct Pharmacy Services. Maintenance medications are medications you take every day for an indefinite period of time. If you are not sure if your medication is considered a maintenance medication, please call the ProAct help desk.

### What is the benefit of using Home Delivery?

If you take a maintenance medication you can get a 3 month supply delivered directly to your home for the cost of your applicable home delivery copay.

### How do I get started?

Call a help desk representative at ProAct Pharmacy Services toll free at (866)-287-9885 to set up your home delivery profile. You will need a new prescription from your doctor to begin using the mail service. Your doctor can e-prescribe, call in or fax your prescription to ProAct Pharmacy Services. You can also mail your prescription along with your profile form which is available by calling our help desk or online.

[www.ProActPharmacyServices.com](http://www.ProActPharmacyServices.com)

Fax: (315)-287-3330

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**PROACT**  
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