



## Benefits Open Enrollment



### PREMIER CONCIERGE DELIVERY SERVICE

The Premier Concierge Delivery service provides free delivery of prescriptions to Premier Health pharmacies or kiosks, for qualifying employees and their dependents on the Premier Health Plan. Read more about the highlights of the service and learn how you can get started when it goes live on Jan. 1, 2023.

#### 1. Who is eligible for the new concierge pharmacy delivery program?

The Premier Concierge Delivery service is for employees and their dependents on the Premier Health Plan. It is preferred that those working at a facility that has a Premier Health pharmacy or a kiosk use those resources for prescription pick-up. Employees or members may request delivery under circumstances such as:

- Third shift or uniquely scheduled employees
- Employees and members with refrigerated or specially handled medications
- Employees with special circumstances that prohibit use of accessing a Premier Health pharmacy

#### 2. Can I use the service if I work third shift?

Delivery service is offered to all third shift employees along with the option of picking up at the inpatient pharmacy if available and preferred. This applies to employees at all facilities regardless of the presence of a Premier Health pharmacy or kiosk.

#### 3. I work at a facility without a pharmacy or kiosk, can I still use this service?

Delivery service is offered to all employees and plan members working at a facility that does not have a Premier Health pharmacy or kiosk.

#### 4. How quickly can I pick up my medication after receiving a prescription?

New prescriptions received during normal business hours will be delivered the next day (if needed) or as appropriate. Same day delivery is not possible.

New prescriptions that are written after-hours (weekend or after the Premier Health pharmacy's hours of operation (9 a.m. – 5 p.m.)) and need to be taken immediately should be filled at a non-Premier pharmacy. The Premier Health pharmacy rate will apply for these after-hours first-fills with a 30-day supply limit.

#### 5. Where does the concierge service deliver?

The service delivery area will cover Sidney to the north, the Indiana border to the west, Springfield to the east and Northern Cincinnati/Hamilton to the south. Employees living outside this area may have prescriptions filled through a Premier mail-order service. There is no cost initial cost to ship mail-ordered prescriptions outside of the regular

copay or coinsurance. Note: Multiple shipments may incur a \$5 shipping fee, so it is advisable to ensure all orders are placed in one order.

**6. What day will my medication be delivered?**

Routine daily delivery is determined by ZIP code. ZIP codes will be assigned a day of the week for delivery on a Monday through Friday schedule. A given ZIP code will have deliveries on the same day each week. When placing the order with the pharmacy they will advise the day of delivery for your prescription.

**7. Will deliveries occur all throughout the day?**

Deliveries will predominately occur between the hours of 9 a.m. – 5 p.m., Monday through Friday.

**8. Does the service only deliver to home addresses?**

Employees will work with the Premier Health pharmacy to determine a secure delivery location, which may not necessarily be an employee's home address.

**9. Does the concierge service work with automatic refills?**

Several days before a continuing prescription is due, the Premier Health pharmacy will notify employees via email and/or phone of approaching dates for refills. Employees will confirm their desire for a refill, and the exact date and approximate time of the delivery will be coordinated.

**10. Where are the deliveries processed?**

All employee deliveries will be processed at Premier Health pharmacy Fidelity location.

**11. Can I use payroll deduction for my copay?**

Payment can be made through payroll deduction or by credit card. Drivers will not carry cash.

**12. How do I get started?**

Contact the Premier Health pharmacy – Fidelity at 937-208-7966, Monday – Friday from 9 a.m. – 5 p.m.

**13. Will I have to transfer my prescription to the Premier Health pharmacy or will Premier Health request the transfer on my behalf?**

Premier Health pharmacy will request the transfer but will first need to know the name and location of the pharmacy where the prescription is being held, in addition to the medication name.

**14. Which Premier Health pharmacy should I request my provider send my prescription to?**

Premier Health Pharmacy – Fidelity  
3170 Kettering Blvd.  
Moraine, OH 45439

**15. Who can I speak to with questions?**

For general questions related to service delivery or to transfer your prescription to a Premier Health pharmacy, call 937-208-7966 or email [fidelityretailpharmacy@premierhealth.com](mailto:fidelityretailpharmacy@premierhealth.com).