
The Co-operators Medication Management Program – Frequently Asked Questions for Plan Members

What is The Co-operators Medication Management Program?

We've partnered with HealthForward Inc. to deliver a medication management program that provides plan sponsors and their members with the benefits of a preferred pharmacy network and additional support services to help manage specialty drug prescriptions. It's a cost effective solution that is focused on your health and well-being.

How will this program benefit me?

The Co-operators Medication Management program is focused on ensuring the sustainability of your specialty drug plan coverage over the long-term. If you pay a portion of your prescription drug costs, you may also benefit from a reduction in your out-of-pocket expenses.

How does the program work?

As of your program enrolment date, you will need to fill your specialty drug prescriptions at an approved network pharmacy in order to be eligible for reimbursement.

Our partner, HealthForward Inc., will also support you with:

- > follow-up to ensure that your prescribed treatment regime is understood and your medications are taken on schedule
- > the removal of treatment barriers
- > referrals to manufacturer support programs, and more.

What are the speciality drugs?

Specialty drugs are high cost medications used to treat complex or chronic conditions – such as Hepatitis C, Crohn's Disease or Multiple Sclerosis. They require prior authorization by The Co-operators, special handling by pharmacies, special administration and the provision of additional support for those who are taking them.

What pharmacies are included in the program?

- > Our pharmacy partners offer the convenience of home and clinic delivery services and include familiar names such as:
- > Shoppers Drug Mart and Shoppers and Specialty Health Network
- > Loblaws
- > Safeway
- > Lawton's Drugs
- > Sobeys
- > Some hospitals and independent pharmacies

A Care Coordinator from HealthForward Inc. will help you locate and arrange services with an approved network pharmacy that is both convenient and meets your needs.

How will this change impact my existing specialty drug prescriptions?

If your prescription is already being filled at an approved network pharmacy, you can continue using your current pharmacy.

If your prescription is currently with a non-participating pharmacy, your Care Coordinator will work with you to locate a network pharmacy that is convenient for you. Once your network pharmacy has been determined, your Care Coordinator will work with that pharmacy to ensure that your prescription is seamlessly transferred without any interruption to your treatment.

What happens if I fill my specialty drug prescription at a non-participating pharmacy?

As of your program enrolment date, you will need to purchase your specialty drug from an approved network pharmacy to be eligible for reimbursement. If you choose to fill your prescription at a non-participating pharmacy, the cost of your specialty medication will not be reimbursed by your drug plan.

Who can I contact for support and assistance with The Co-operators Medication Management Program?

For any questions regarding The Co-operators Medication Management program and the services available, please reach out to HealthForward Inc. at 1-866-447-6555. A Care Coordinator will be happy to assist you.

Should you have any questions regarding your Group Benefits plan, please reach out to the Co-operators Life Insurance Company at 1-800-667-8164.