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**Maxor**<sup>™</sup>



## Welcome to US Family Health Plan's Prescription Drug Program!

Administered by Maxor, USFHP members receive quality pharmacy benefits at retail, mail, and specialty pharmacies.



## ABOUT MAXORPLUS

Since 1991, MaxorPlus has provided outstanding pharmacy benefits for members and dependents. We are here to help you manage your prescriptions safely and cost-effectively, and are dedicated to providing you the best customer service any time you need us.

## OUR SERVICES

MaxorPlus provides pharmacy benefit services nationwide. We own and operate our own retail, mail and specialty pharmacies which allows us to provide full-service pharmacy benefits to our members. We're always available and ready to help our members get the care you need and the convenience you expect when picking prescriptions up from a local pharmacy or receiving a prescription by mail. Maxor delivers clinical expertise, competitive pricing, and high levels of customer service.

## MAIL ORDER PRESCRIPTION BENEFITS

MXP Pharmacy provides a convenient, cost-effective way to order your maintenance prescriptions. Medications ordered through MXP Pharmacy are quickly shipped at no additional charge to you. You can easily place your mail order refills using our website, automated phone system, or by speaking directly to a member advocate. Visit [www.maxor.com](http://www.maxor.com) or call **(866) 408-2459** for more information.

Benefits of using mail order:

- Cost savings – By using MXP Mail Order Pharmacy, you receive up to a 90-day supply for one copay rather than three separate copays.
- Easy and convenient home delivery – No more driving and waiting in line at the pharmacy, with prescriptions delivered right to your door, at the location of your choice.
- State-of-the-art pharmacy – Built in 2018, MXP Pharmacy offers best-in-class technology to provide patients with the highest quality and safety standards available in the industry.
- Dependable customer service – Our Member Advocates are trained to understand the unique aspects of your pharmacy plan, providing high customer service to patients.
- Secure and private delivery – All packages are weather-resistant, with unmarked packaging to ensure your medications remain safe and confidential.

Shipping

- Your prescription(s) from MXP Mail Order Pharmacy should arrive at your address on file within fourteen days. Call a member advocate to update a temporary address if you are traveling.
- To ensure you receive a refill before your current supply runs out, order at least two weeks before you need a refill. The reorder date is listed on your prescription bottle. Expedited shipping at an additional cost is available.
- Orders placed before the next available refill date will be held until your prescription can be refilled. Once the next available date arrives, your prescription will automatically ship to you.

## PLACING YOUR FIRST ORDER

For your first order, please speak to a MXP Member Advocate (**CALL: (866) 408-2459**) to provide your correct mailing address and payment information. Have your prescription number ready to enter, along with your birth date. If you are transferring a prescription from another pharmacy, please have your prescription bottle ready to give the complete information to the MXP Member Advocate. Include the pharmacy name, pharmacy phone number, prescription number, and name of the drug.



## HOW TO ORDER YOUR PRESCRIPTIONS

To find a complete network pharmacy, log into your CHRISTUS Health Member Portal Account at the following link and click "Pharmacy" under the "My Health" tab:

[christushealthmember.healthtrioconnect.com](http://christushealthmember.healthtrioconnect.com)

### ORDER ONLINE

You can order refills by linking to MaxorPlus through your CHRISTUS Health Member Portal: [christushealthmember.healthtrioconnect.com](http://christushealthmember.healthtrioconnect.com)

- Register for your CHRISTUS Health portal account with your beneficiary number.
- Select "Pharmacy" under the "My Health" tab at the top of your page. A one-time sync will make future visits fast and easy with one-click!

By using the portal, you can refill prescriptions, download benefit documentation, view/print/download prescription history, find a pharmacy, calculate your copayment, and more. Make sure to turn on notifications to be reminded when your prescription is ready for refill and receive shipping information.

### ORDER AT ONE OF OUR 54,000 PHARMACIES IN NETWORK

Including but not limited to the following:

#### Maxor Pharmacy

Clear Lake Area  
1058 Hercules Ave  
Houston, Texas 77058  
(281) 480-0327

Maxor Pharmacy Clear Lake provides an in-person, cost effective way to fill all your prescriptions. Medications ordered at Maxor Pharmacy Clear Lake are quickly filled by your pharmacy care team. Refills can be ordered using our website, automated phone system, or by speaking directly to the pharmacy care team. Visit [www.maxor.com](http://www.maxor.com) or call 1-800-687-8429 for more information.

Benefits of using Maxor Pharmacy Clear Lake:

- Same cost savings as MXP Mail Order Pharmacy. Receive up to a 90-day supply for one copay rather than three copays.
- Dependable customer service from the Pharmacy Care team trained to understand your pharmacy benefits to better service you.
- Extended medication counseling.
- Short wait times.
- Vaccines.
- Specialty Medications.

#### Independent Pharmacies

Katy Pharmacy  
20005 Katy Freeway  
Katy  
Texas 77450  
(281)578-1515

Inwood Pharmacy  
13300 Hargrove Rd., Suite 180  
(Inside Houston Methodist  
Outpatient Building)  
Houston, Texas 77070  
(281)664-8829

Ed's Pharmacy  
3740 Cartwright Rd  
Missouri City  
Texas 77459  
(281)499-4555

#### Chain Pharmacies

CVS  
CVS (Target locations)  
Walmart  
Sam's Club  
H-E-B  
Brookshire Brothers  
Market Basket

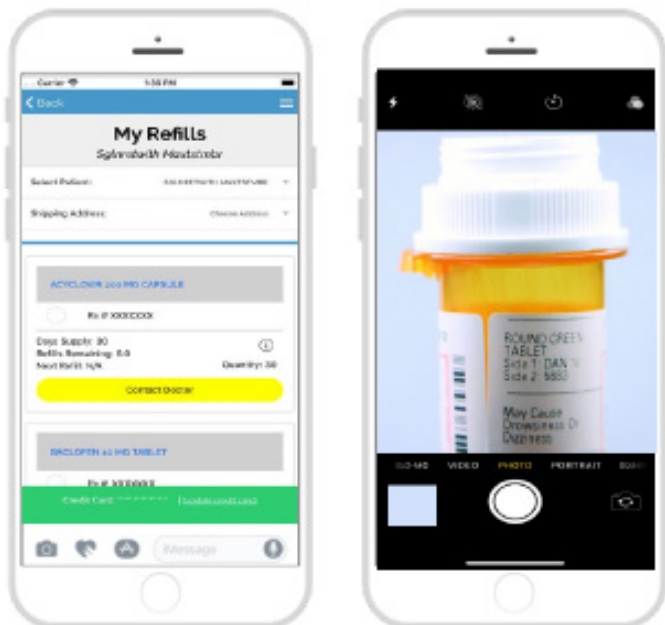
## MAXORPLUS MEMBER PORTAL

MaxorPlus Member Portal must be accessed via your CHRISTUS Health Member Portal. Benefits of the MaxorPlus Member Portal include:

- Directly message the Maxor Member Advocates
- Link to Tricare formulary lookup
- Manage financial information for mail order
- View and manage dependents
- Pharmacy locator synced to Google Maps
- User friendly, easier and faster online experience
- Website Member Portal is optimized for desktop and mobile/smartphone devices



### QUICK FILLS



The Member Portal integrates with phone camera for QuickFills - align the prescription bottle barcode in the camera, and the information automatically populates in the refill form.

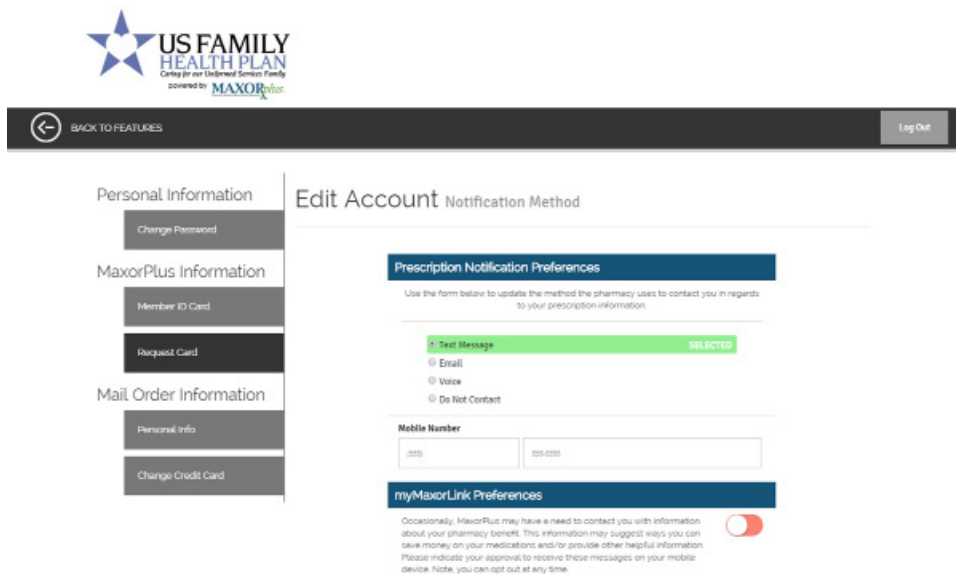
## NOTIFICATIONS

Contact MXP Mail Order Pharmacy at (866) 408-2459 to have notifications added to your account or follow the below steps:

1. Log in to your CHRISTUS Health Member Portal at [christushealthmember.healthtrioconnect.com](http://christushealthmember.healthtrioconnect.com). Go to the "Pharmacy" link under the "My Health" tab to access your MaxorPlus account.
2. Go to the "Manage Notifications" link under the "My Account" section.
3. If you aren't already enrolled in notifications with the pharmacy, you will see an icon to enable notifications.
4. Choose your preferred contact method (text, e-mail, or voice) and add the appropriate information.
5. Save the form and you will be enrolled in the prescription notification program.

Depending upon your selected preferences, you will be notified by text, phone, or email when:

- Your prescription is ready for refill.
- Your prescription has been shipped.
- If there is a delay in shipping.



## PRESCRIPTION HISTORY

Members can view and print their medication history

**View Reports For:**

ANN MXTESTMBR

**Date Range:**

Last Year

Year to Date

Custom

**From**

01/01/2018

**Through**

05/16/2023

**My Reports** Comprehensive

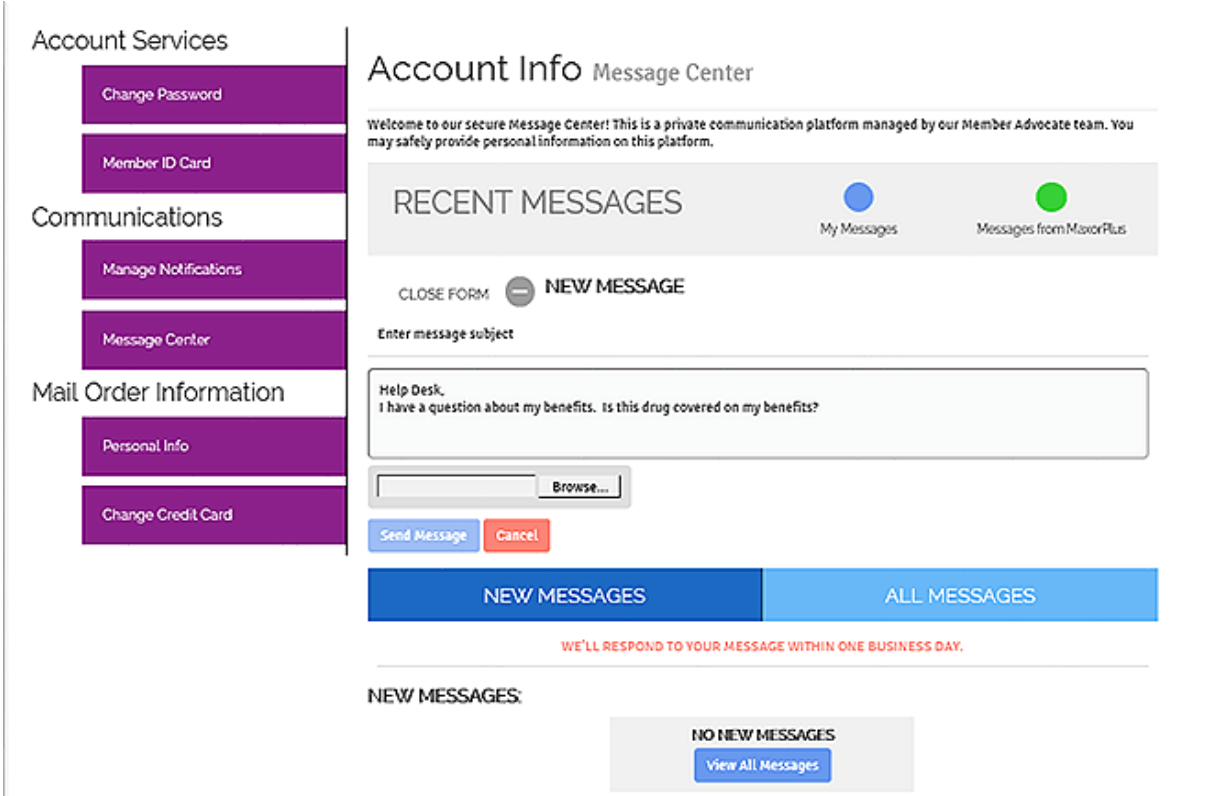
Prescription History for Ann MxTestMbr from 01/1/2018 through 05/16/2023

Patient	Rx #	Drug / Pharmacy	Fill Date	Day Supply	Quantity	Copay	Plan Amt.	Total Cost
ANN MAXTSTMBR	6455105	AMPHET/DEXTR CAP 5MG ER CVS PHARMACY	04/27/2018	30	60	\$15.00	\$246.35	\$261.35
ANN MAXTSTMBR	6455106	ATACAND TAB 32MG WALGREENS	04/27/2018	30	60	\$246.36	\$64.08	\$310.44
ANN MAXTSTMBR	6455101	ATORVASTATIN TAB 10MG CVS PHARMACY	04/27/2018	30	30	\$3.12	\$0.00	\$3.12
ANN MAXTSTMBR	6455104	RIBAVIRIN CAP 200MG MAXOR SPECIALTY PHARMACY	04/27/2018	30	60	\$15.00	\$27.30	\$42.30
ANN MAXTSTMBR	126455105	AMOXICILLIN CAP 500MG WALGREENS	05/11/2018	10	30	\$4.48	\$0.00	\$4.48
ANN	126455104	JANUMET TAB 50-500MG	05/11/2018	30	30	\$30.00	\$193.67	\$223.67



## MESSAGE CENTER

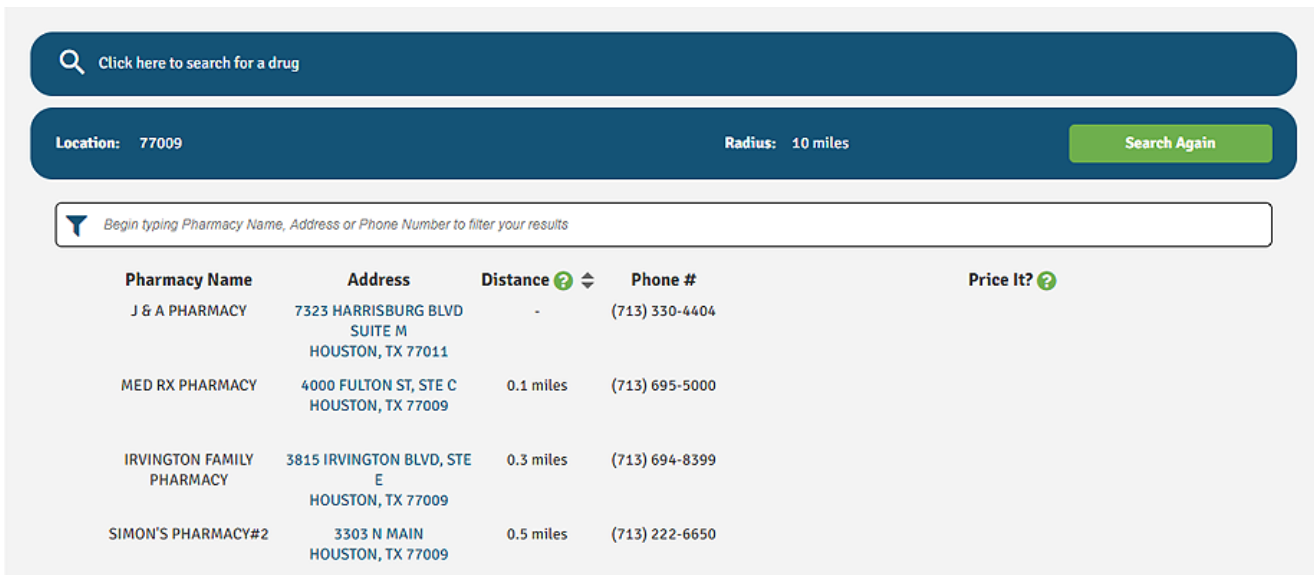
In the Message Center, members can send email messages directly to the Member Advocate team as opposed to calling for assistance. Responses will be provided with 24 hours.



The screenshot shows the Message Center interface. On the left is a navigation menu with categories: Account Services (Change Password, Member ID Card), Communications (Manage Notifications, Message Center), and Mail Order Information (Personal Info, Change Credit Card). The main content area is titled 'Account Info Message Center' and includes a welcome message, a 'RECENT MESSAGES' section with filters for 'My Messages' and 'Messages from MaxorPlus', a 'NEW MESSAGE' form with a subject line and a text area containing a sample message: 'Help Desk, I have a question about my benefits. Is this drug covered on my benefits?'. Below the form are 'Send Message' and 'Cancel' buttons. At the bottom, there are buttons for 'NEW MESSAGES' and 'ALL MESSAGES', a red notification 'WE'LL RESPOND TO YOUR MESSAGE WITHIN ONE BUSINESS DAY.', and a 'NO NEW MESSAGES' section with a 'View All Messages' button.

## AVAILABLE PHARMACIES

Members can filter for a specific pharmacy based on the address or select one from the list.



The screenshot shows a search interface for pharmacies. It features a search bar with a magnifying glass icon and the text 'Click here to search for a drug'. Below the search bar, there are fields for 'Location: 77009' and 'Radius: 10 miles', with a 'Search Again' button. A filter instruction reads 'Begin typing Pharmacy Name, Address or Phone Number to filter your results'. The results are displayed in a table with the following columns: Pharmacy Name, Address, Distance, Phone #, and Price It?.

Pharmacy Name	Address	Distance	Phone #	Price It?
J & A PHARMACY	7323 HARRISBURG BLVD SUITE M HOUSTON, TX 77011	-	(713) 330-4404	
MED RX PHARMACY	4000 FULTON ST, STE C HOUSTON, TX 77009	0.1 miles	(713) 695-5000	
IRVINGTON FAMILY PHARMACY	3815 IRVINGTON BLVD, STE E HOUSTON, TX 77009	0.3 miles	(713) 694-8399	
SIMON'S PHARMACY#2	3303 N MAIN HOUSTON, TX 77009	0.5 miles	(713) 222-6650	

## PRESCRIPTION COSTS

As Of January 1, 2024

### Up to a 30-day supply at Network Pharmacies

Generic Formulary	Brand Name Formulary Drugs	Non Formulary	Not Covered
\$16	\$43	\$76	Full Amount

Certain members' [dependent survivors of Active Duty Service Members (ADSMs), medically retired service members, and dependents of medically retired service members.] The rates for this population will always be at the 2017 rate.

### Up to a 90-day supply at a MXP Pharmacy or a 90-day supply at local Maxor Pharmacies

Generic Formulary	Brand name Formulary	Non-Formulary	Not Covered
\$13	\$38	\$76	Not Available

Certain members' [dependent survivors of Active Duty Service Members (ADSMs), medically retired service members, and dependents of medically retired service members] costs will remain at the 2017 rates.

### Non-Network Pharmacy – up to a 30-day supply

50% cost share after Point-of-Service deductible
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**FORMULARY AND NON-FORMULARY DRUGS:**The Department of Defense (DoD) Pharmacy and Therapeutics (P&T) Committee (henceforth, P&T Committee) is responsible for development and maintenance of a uniform formulary. It consists of government members whose primary mission is to uniformly, consistently, and equitably provide appropriate drug therapy to meet patients' clinical needs in an effective, efficient, and fiscally responsible manner. The Committee focuses its attention on actions that will encourage the safe and effective use of pharmaceutical agents that will produce the desired outcomes of drug therapy at a reasonable cost to DoD. The formulary is updated on a quarterly basis. Use the TRICARE formulary search tool to see whether a specific drug is covered: [www.usfhpformulary.com](http://www.usfhpformulary.com)

## FREQUENTLY ASKED QUESTIONS

### How do I order prescriptions?

For new, handwritten prescriptions please fill out the MAIL ORDER FORM and mail it to the pharmacy, along with your prescription and payment. If you do not have a credit card on file, please include a check or money order. Our mailing address is: MXP Pharmacy, P.O. Box 32050, Amarillo, Texas 79120-2050. Your provider may also phone, fax, or electronically submit new prescriptions to MXP Pharmacy. The most convenient method for ordering your refill prescriptions is through the automated phone system by calling toll-free (800) 687-8629 or by visiting our website at [www.maxorplus.com](http://www.maxorplus.com).

### How long does it take to receive my prescriptions?

You should receive your medication within five business days from the time MXP Pharmacy receives and processes your prescription. Note: It may take longer to receive your order if a prescription requires intervention (i.e. prior authorization).

### Do I need to send in a new prescription each time I refill my medication?

If your prescriptions have refills available, you only need to have your prescription number. The most common reasons that require MXP Pharmacy to have a new prescription include having no refills remaining, dosage increases, or new medications that your doctor prescribes.

### Can I fax new prescriptions?

Only your doctor can fax new prescriptions.

### How do I refill my prescriptions online?

You may refill your prescriptions using our quick refill tool on our website [www.maxorplus.com](http://www.maxorplus.com), or login to your MaxorPlus account via your CHRISTUS Health Member Portal to submit a refill.

### How do I refill my prescriptions using the automated telephone system?

Members can call (800) 687-8629 and follow the menu instructions to automatically refill your medications. If your prescription is too soon to fill, the automated system will give you the next available refill date. Please call back to order at that time. You will need to have your prescription number(s) available as well as updated credit card information at the time the order is placed.

### What is my prescription number?

It is a number, beginning with a 92, found at the top left corner of your prescription label. It remains the same until your refills run out. When you get a new prescription from your doctor for the same drug, it is assigned a new prescription (Rx) number.

### What if I request a refill and it is too soon to fill?

We will process your prescription on the earliest available refill date if the medication is available for refill within 30 days. Every insurance plan differs in their rules regarding the number of days between each refill. The earliest refill date is printed at the lower left of your prescription label.



## FREQUENTLY ASKED QUESTIONS, CONTINUED

### How do I pay for my prescriptions?

With new or refill prescriptions received by mail, you can send a check or money order along with your MAIL ORDER FORM. You may also pay by credit card, which we can store for future orders. Please note that orders will not be processed without payment.

### What are the benefits of using MXP Pharmacy?

It is a convenient way to have your prescriptions delivered to your home and, in most cases, at a significant cost savings. Please refer to your prescription card or your plan document for specific co-pay savings. Ask your physician to write two prescriptions, the first one written for a 30-day supply to be filled immediately at your local pharmacy and the second written for a 90-day supply to send to MXP Pharmacy. You will always be charged the mail order co-pay when you fill a prescription at MXP Pharmacy. To maximize your savings, ask your doctor for a 90 day supply with refills up to one year. Note: A 30-day prescription with 2 refills is not the same as a 90-day prescription. MXP Pharmacy is required to fill each prescription as it is written.

### How will my prescription order be mailed?

Your medications are generally delivered via first-class mail by the US Postal Service. We also offer expedited shipping through UPS for an additional fee. UPS requires a physical address and will not deliver to PO boxes. Refrigerated medications, such as insulin, are shipped overnight via UPS at no additional cost to you. Please note that refrigerated medications are shipped overnight Monday – Wednesday only.

### What if my prescription requires a prior authorization?

If your prescription claim rejects at MXP Pharmacy due to a prior authorization requirement, we may contact your physician for additional information. Typically this process takes 24-48 hours, depending on how quickly the required information is obtained from your physician. You may call the MaxorPlus Member Services at (800)687-0707 if you have any questions regarding the status of a prior authorization request.

### What happens when my prescription is out of refills?

When your prescription has no refills remaining and you request a refill from MXP Pharmacy, we will contact the prescribing doctor for a new prescription. It is recommended that you call back within three business days to confirm a response from your doctor. Physicians can fax, mail, call in, or electronically submit prescriptions for patients. If you have changed physicians since your last prescription fill, you will need to contact your physician to request a new prescription.

### Can MXP Pharmacy ship controlled substance medications?

With a valid prescription, MXP Pharmacy can ship controlled medications anywhere in the United States except Hawaii. Please note, due to Texas state regulations, controlled medications received from outside the state of Texas from mid-level providers such as Nurse Practitioners, Physician Assistants, or Midwives cannot be filled by MXP Pharmacy. All out of state controlled medications must be submitted by Medical Doctors (MD). If you need assistance identifying if your medication is a controlled substance, please contact our member services department at (800) 687-8629.

## Miscellaneous Information

### GENERIC SUBSTITUTION

Generic drugs provide the same safe, effective treatment as brand-name drugs and, in most cases, they help you save money. The DoD policy on generic drugs states brand-name drugs that have a generic equivalent generally may be covered only after the physician completes a clinical assessment that indicates the brand-name drug should be used in place of the generic drug and approval is granted by the plan.

If you fill a prescription with a brand name drug that is not considered medically necessary and a generic equivalent is available, you will be responsible for paying the entire cost of the prescription.

### SPECIALTY MEDICATIONS

Specialty medications are usually high-cost, self-administered injectable, oral, or infused drugs that treat serious chronic conditions. These drugs may require special storage and handling, and may not be readily available at your local pharmacy. Specialty medications may also have side effects that require pharmacist and/or nurse monitoring. Many specialty medications are available at limited specific pharmacies. Your physician can submit a prescription directly to the specialty pharmacy and will be contacted to complete a prior authorization form. Once approved, the specialty pharmacy will coordinate delivery to your home or physician's office.

### SMOKING CESSATION

Quitting can be hard. USFHP is dedicated to helping you quit smoking and live a healthier life. Smoking cessation drugs are available from the Maxor Pharmacy Clear Lake & MXP Mail Order Pharmacy for a \$0 copay. A prescription is required from your physician.

### MEDICAL NECESSITY FOR NON-FORMULARY MEDICATIONS

Medical necessity criteria is established by the DoD P & T Committee for each non-formulary drug. If the medical necessity criteria are met, the copay would lower to the formulary copay. Your physician can establish medical necessity by completing and submitting the appropriate form.

### PRIOR AUTHORIZATION

Some prescriptions require prior authorization from the plan before they can be paid for by the plan. Drugs requiring prior authorization may include, but are not limited to, prescription drugs specified by the DoD P & T Committee, brand-name drugs with generic equivalents, drugs with age limits, and drugs prescribed for quantities exceeding normal limits. Please refer to the TRICARE formulary search tool, [www.usfhpformulary.com](http://www.usfhpformulary.com), to find out if your specific drug requires prior authorization, or call USFHP customer service at 800-678-7347.

### STEP THERAPY

Step therapy involves prescribing safe, clinically effective, and cost effective drugs as the first step in treating a medical condition. Generic drugs are commonly used as the preferred, first medication due to their established safety and efficacy for treating a given condition. This means that other drugs are only covered if you have already tried certain drugs and those did not work. Please refer to the TRICARE formulary search tool, [www.usfhpformulary.com](http://www.usfhpformulary.com), to find out if your specific drug requires step therapy, or call USFHP customer service at 800-678-7347.

## Miscellaneous Information

### NOT COVERED

Prescriptions used to treat conditions that are not currently covered by TRICARE either by statute or regulation are excluded from the pharmacy benefit.

- Drugs prescribed for cosmetic purposes
- Topical fluoride preparations
- Homeopathic and herbal preparations
- Multivitamins
- Over the counter (OTC) products (TRICARE covers certain OTC drugs with a prescription)

### DISASTER PREPARATION

- Keep an up-to-date list of your medications.
- Do not let yourself run completely out of medication.
- If you have a medication that requires refrigeration, make sure you have an ice chest and at least 4 ice packs to transport it with.
- If there is enough time, pick up a 30 day supply of your medication from your local network pharmacy.
- Make sure you take the original prescription bottles from the pharmacy with you. In case of a disaster, this will help another pharmacy give you an emergency supply.
- Take your US Family Health Plan ID card with you. On the back of your card is a toll-free number to Maxor Plus, which is 800-687-0707. During a disaster, the staff will assist you in getting the medication you need, whether it is finding a nearby pharmacy for you or mailing your refills to a temporary address.
- If you are away from home longer than expected, MXP Mail Order Pharmacy will mail your prescriptions to a temporary address. The pharmacy can be reached at 866-408-2459.



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# Maxor Addresses and contact information

