



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

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



ABOUT VYTONE

Since 1991, VytOne (formerly 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

VytOne 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. VytOne delivers clinical expertise, competitive pricing, and high levels of customer service.

MAIL ORDER PRESCRIPTION BENEFITS

VytOne Pharmacy provides a convenient, cost-effective way to order your maintenance prescriptions. Medications ordered through VytOne 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.vytone.com or call **866.408.2459** for more information.

Benefits of using mail order:

- Cost savings – By using VytOne 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, VytOne 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 VytOne 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 VytOne 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 VytOne 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

ORDER ONLINE

You can order refills by linking to VytOne through your CHRISTUS Health Member Portal: 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:

VytOne Pharmacy

Clear Lake Area
1058 Hercules Ave
Houston, Texas 77058
281.480.0327

VytOne Pharmacy Clear Lake provides an in-person, cost effective way to fill all your prescriptions. Medications ordered at VytOne 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.vytone.com or call 1.800.687.8429 for more information.

Benefits of using VytOne Pharmacy Clear Lake:

- Same cost savings as VytOne 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.

ORDER BY PHONE

Call **866.408.2459** to speak to a member advocate and refill your prescription or order a new prescription.

ORDERING BY MAIL

Mail your new prescription and payment to:
VytOne Pharmacy
P. O. Box 32050
Amarillo, TX 79120

Include the following information for the patient:

- Full name
- Date of birth
- Mailing address
- Phone number
- USFHP ID number

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
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Ed's Pharmacy 3740 Cartwright Rd Missouri City, Texas 77459 281.499.4555
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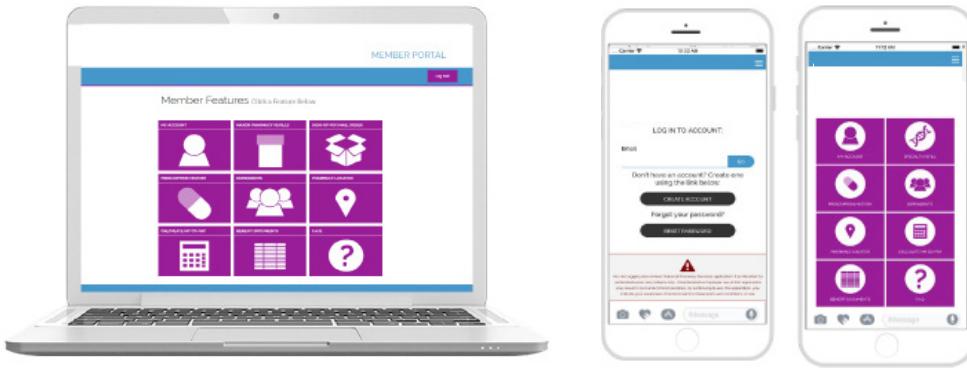
Chain Pharmacies

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

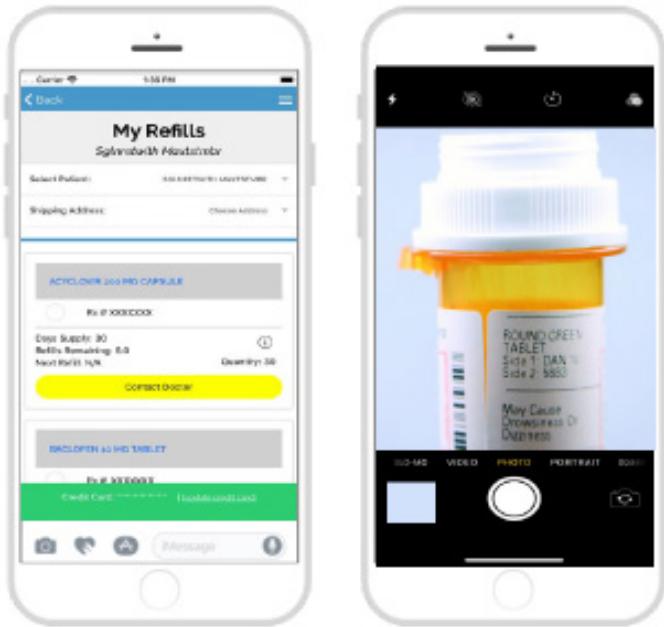
VYTLONE MEMBER PORTAL

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

- Directly message the VytlOne 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.

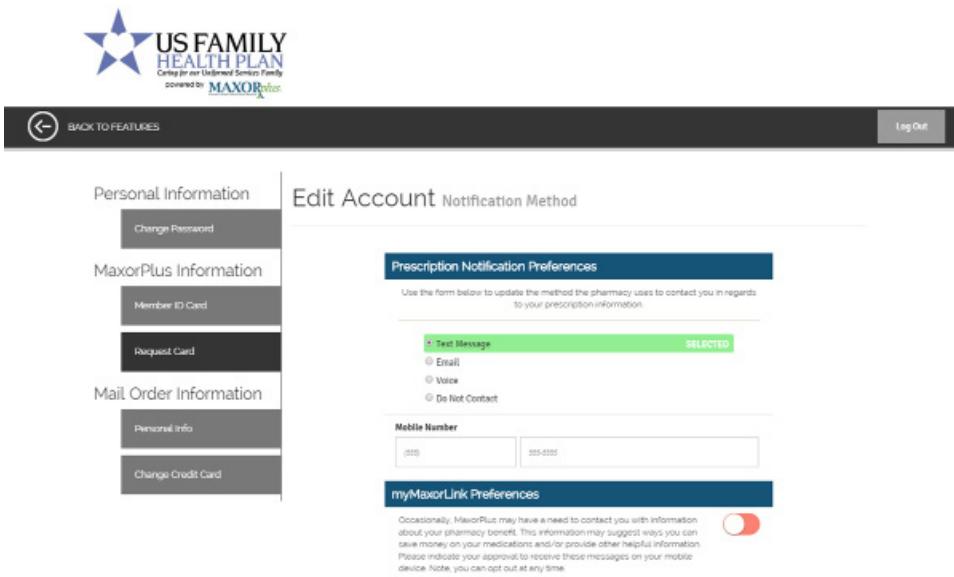
NOTIFICATIONS

Contact VytlOne 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. Go to the "Pharmacy" link under the "My Health" tab to access your VytlOne 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:

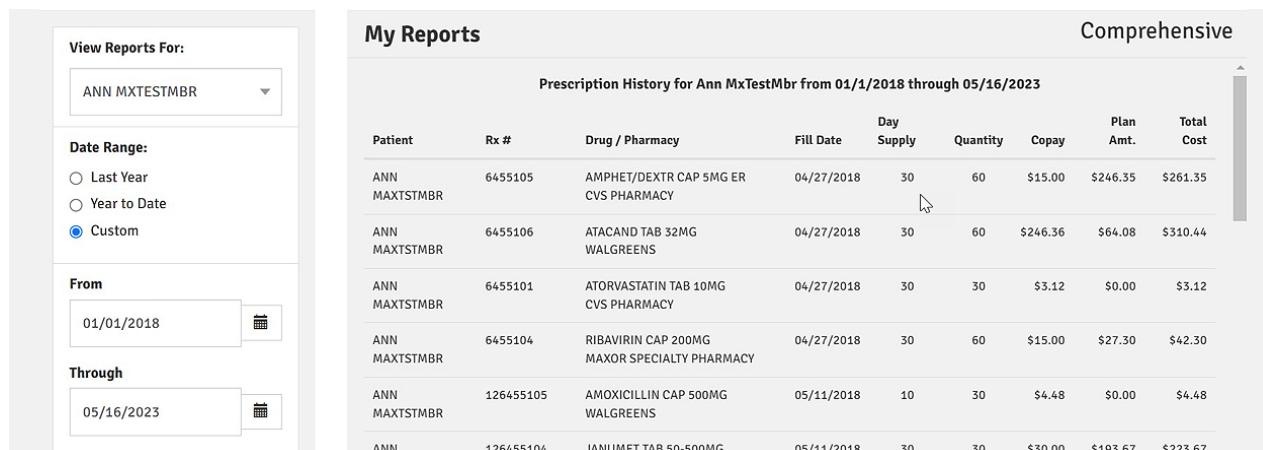
- Your prescription is ready for refill.
- Your prescription has been shipped.
- If there is a delay in shipping.



The screenshot shows the 'Edit Account' page of the US Family Health Plan Member Portal. The 'Notification Method' section is active. Under 'Prescription Notification Preferences', 'Text Message' is selected. A 'myMaxorLink Preferences' section with an opt-out toggle is also visible.

PRESCRIPTION HISTORY

Members can view and print their medication history



The screenshot shows the 'My Reports' section of the Member Portal. The 'Prescription History' table displays medication history for member ANN MXTESTMBR from 01/1/2018 to 05/16/2023. The table includes columns for Patient, Rx #, Drug / Pharmacy, Fill Date, Day Supply, Quantity, Copay, Plan Amt., and Total Cost.

Patient	Rx #	Drug / Pharmacy	Fill Date	Day Supply	Quantity	Copay	Plan Amt.	Total Cost
ANN MAXTSTMNR	6455105	AMPHET/DEXTR CAP 5MG ER CVS PHARMACY	04/27/2018	30	60	\$15.00	\$246.35	\$261.35
ANN MAXTSTMNR	6455106	ATACAND TAB 32MG WALGREENS	04/27/2018	30	60	\$246.36	\$64.08	\$310.44
ANN MAXTSTMNR	6455101	ATORVASTATIN TAB 10MG CVS PHARMACY	04/27/2018	30	30	\$3.12	\$0.00	\$3.12
ANN MAXTSTMNR	6455104	RIBAVIRIN CAP 200MG MAXOR SPECIALTY PHARMACY	04/27/2018	30	60	\$15.00	\$27.30	\$42.30
ANN MAXTSTMNR	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.

Account Services

[Change Password](#)

[Member ID Card](#)

Communications

[Manage Notifications](#)

[Message Center](#)

Mail Order Information

[Personal Info](#)

[Change Credit Card](#)

Account Info Message Center

Welcome to our secure Message Center! This is a private communication platform managed by our Member Advocate team. You may safely provide personal information on this platform.

RECENT MESSAGES
My Messages
Messages from MajorPlus

Help Desk.
I have a question about my benefits. Is this drug covered on my benefits?

Browse...
Send Message
Cancel

NEW MESSAGES
ALL MESSAGES

WE'LL RESPOND TO YOUR MESSAGE WITHIN ONE BUSINESS DAY.

NEW MESSAGES:

NO NEW MESSAGES

[View All Messages](#)

AVAILABLE PHARMACIES

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

🔍 Click here to search for a drug

Location: 77009
Radius: 10 miles
Search Again

🔍 Begin typing Pharmacy Name, Address or Phone Number to filter your results

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, 2026

Up to a 30-day supply at Network Pharmacies

Generic Formulary	Brand Name Formulary Drugs	Non Formulary	Not Covered
\$16	\$48	\$85	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 VytOne Pharmacy or a 90-day supply at local VytOne Pharmacies

Generic Formulary	Brand name Formulary	Non-Formulary	Not Covered
\$14	\$44	\$85	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

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: VytOne Pharmacy, P.O. Box 32050, Amarillo, Texas 79120-2050. Your provider may also phone, fax, or electronically submit new prescriptions to VytOne 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.vytone.com.

How long does it take to receive my prescriptions?

You should receive your medication within five business days from the time VytOne 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 VytOne 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.vytone.com, or login to your VytOne 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 VytOne 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 VytOne Pharmacy. You will always be charged the mail order co-pay when you fill a prescription at VytOne 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. VytOne 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 VytOne 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 VytOne 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 VytOne 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 VytOne Pharmacy ship controlled substance medications?

With a valid prescription, VytOne 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 VytOne 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.



**US FAMILY
HEALTH PLAN**
Caring for our Uniformed Services Family

Powered by:

VYTLONE

 **CHRISTUS**
Health.

Pharmaceutical Management Procedures

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.express-scripts.com/frontend/open-enrollment/tricare/fst/

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 VytlOne Pharmacy Clear Lake & VytlOne Mail Order Pharmacy for a \$0 copay. A prescription is required from your physician.

MEDICAL NECESSITY (EXCEPTIONS REQUEST) 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. Please refer to the TRICARE formulary search tool for direction on submitting information for a drug that is non-formulary, or call USFHP customer service at 800.678.7347.

TRICARE formulary search tool: www.express-scripts.com/frontend/open-enrollment/tricare/fst/

Pharmaceutical Management Procedures

RESTRICTIONS

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.express-scripts.com/frontend/open-enrollment/tricare/fst/, 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.express-scripts.com/frontend/open-enrollment/tricare/fst/, to find out if your specific drug requires step therapy, or call USFHP customer service at 800.678.7347.

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)

Miscellaneous Information

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 VytlOne, 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, VytlOne Mail Order Pharmacy will mail your prescriptions to a temporary address. The pharmacy can be reached at 866.408.2459.



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