

PICA FAQs

CITY OF NEW YORK Psychotropic, Injectable, Chemotherapy and Asthma (PICA) Program

Below are the answers to frequently asked questions from our members about the ESI administered PICA program.

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- Can I get my money back if I pay for a PICA drug out of my own pocket after July 1, 2001?
- Where should I call with questions concerning eligibility or covered drugs under the PICA plan?
- Where should I call for a replacement ESI PICA card?
- Which Drugs Do I Get on What Card?

The PICA Program

What is the PICA program?

PICA is a breakthrough prescription drug benefit program that will be provided to you and your eligible dependents on July 1, 2001. This new program is made available through the joint efforts of THE CITY OF NEW YORK Office of Labor Relations and the Municipal Labor Committee.

Who is covered?

The program is being introduced to assure that all employees and non-Medicare retirees and their eligible dependents enrolled in a health plan offered by the City's Health Benefits Program City-sponsored medical plan receive uniform basic coverage for certain categories of prescription drugs.

What drugs are covered?

PICA covers medications in four specific drug categories: Psychotropic, Injectables, Chemotherapy & Asthma). Examples include:

- Psychotropic
 - antidepressants
 - antipsychotics
- Injectables
 - most medications normally self administered by injection (not in the doctor's office)
- Chemotherapy
 - medications used to treat cancer
 - medications to treat the side effects of chemotherapy
- Asthma
 - inhalers
 - most medications used to treat asthma

What company is administering PICA?

Express Scripts (ESI), a prescription benefit manager, has been chosen to administer these benefits under the PICA program.

Pharmacy Benefits**What drug card do I use at the pharmacy for PICA drugs?**

Use your newly issued NPA or ESI PICA card at participating pharmacies. If you currently have an NPA or ESI card through your welfare fund, you should continue to use that card for all prescription drugs, including PICA drugs.

What pharmacy benefits are available?

Under the PICA program, you can obtain up to a 30-day supply of drugs at a retail pharmacy. Refills for PICA drugs are available as prescribed for up to one year from the date of the original prescription.

What are the pharmacy copays for PICA drugs?

The copays for a 30-day supply of the PICA drugs bought at a retail pharmacy are:

Psychotropic	\$0 Generic / \$6 Brand-name
Injectables	\$0 Generic / \$6 Brand-name
Chemotherapy	\$0 Generic / \$0 Brand-name
Asthma	\$0 Generic / \$0 Brand-name

How do I find a participating pharmacy?

Ask your pharmacist if he/she accepts NPA or ESI cards, use ESI's Pharmacy Locator, or contact

ESI's Customer Service at 800-467-2006.

Mail Order Pharmacy

What mail order benefits are available?

ESI offers a mail order program through ESI Mail Order. Through ESI Mail Order, you can order a 90-day supply of PICA drugs. Refills for PICA drugs are available as prescribed for up to one year from the date of the original prescription.

What are the mail order copays for PICA drugs?

The copays for a 90-day supply of the PICA drugs bought through the mail order program are:

Psychotropic	\$0 Generic / \$12 Brand-name
Injectables	\$0 Generic / \$12 Brand-name
Chemotherapy	\$0 Generic / \$0 Brand-name
Asthma	\$0 Generic / \$0 Brand-name

How do I use the mail order pharmacy?

On July 1, 2001, drugs covered under the PICA program will no longer be available from your current mail order program. If you already use ESI Mail Order, continue to do so for all drugs, including PICA drugs. You will need to get a new prescription for any mail order prescriptions filled on or after that date. Send your new prescription and any applicable copay to ESI Mail Order and a 90-day supply will be sent to you. To request mail-order envelopes, call ESI Mail Order at 800-628-0717.

What if my medication requires special handling?

ESI Mail Order has the ability to ship your medication appropriately. For example, medications needing refrigeration will be cold-pack shipped.

The Transition to PICA and ESI

What if I already have a prescription drug card?

You should continue to use your prescription drug card for medicines not covered by PICA. If you're not sure if it's a PICA drug, when you go to the pharmacy you should present your NPA or ESI PICA drug card first. If your prescription is not covered by PICA, use your other pharmacy card.

What if I already have prescription benefits with ESI through my Welfare Fund?

If you already have prescription benefits with ESI through your Welfare Fund, continue to use the same prescription drug card. PICA and non-PICA drugs will be covered by the same NPA or ESI card.

What if I accidentally try to use my other prescription card for a drug covered by PICA?

If you have more than one drug card and you accidentally use the wrong card at the pharmacy, your pharmacist's computer should remind him/her to ask you for your other drug card.

What do I do if my pharmacist tells me that I'm not eligible?

If there is a problem with your eligibility at the pharmacy, call ESI's customer service at 800-467-2006.

What do I do if my pharmacist tells me that my drug is not covered?

If your pharmacist ever tells you that a drug is not covered, ask him/her the following questions:

- Is my prescription still good (have I used up my refills)?
- Did you check my other drug plan card?
- For PICA drugs, did you use Group Number "APN"?

If there is still a problem, ask your pharmacist to call ESI, or you can call ESI's customer service at 800-467-2006.

Can I use my newly issued NPA or ESI PICA card for a prescription already on file at the pharmacy?

Yes. If your pharmacy already has a valid prescription for a drug covered by PICA, simply present your NPA or ESI PICA card when you refill the prescription on or after July 1, 2001.

What if I'm not sure whether my mail-order prescription is for a PICA drug?

Call ESI Mail Order customer service at 800-628-0717 for information about drugs covered under the PICA plan.

What if I send a prescription to the wrong mail order pharmacy after July 1, 2001?

The mail order pharmacy that receives your prescription may forward it to the correct mail order pharmacy, or they may return it to you.

Can I get my money back if I pay for a PICA drug out of my own pocket after July 1, 2001?

It's important that you use your NPA or ESI PICA card for any drugs covered by the PICA program. Effective July 1, 2001, if you pay for PICA drugs out-of-pocket, you can file for direct reimbursement. For the first 90 days of the program, you will be reimbursed at the retail cost minus the copay. After that, you will be reimbursed at the program rate and will incur out-of-pocket cost.

A direct reimbursement form has been enclosed with your PICA Program materials. Additional copies may be requested by calling 800-467-2006.

Where should I call with questions concerning eligibility or covered drugs under the PICA plan?

If you have questions about your eligibility under the PICA plan, contact ESI customer service at 800-467-2006. For questions about PICA drugs, call:

For retail prescriptions, call ESI at 800-467-2006

For mail-order prescriptions, call ESI Mail Order at 800-628-0717.

Where should I call for a replacement NPA or ESI PICA card?

If you lose your NPA or ESI PICA card, call ESI Customer Service at 800-467-2006 and press "0" for assistance.

Which Drugs Do I Get on What Card?

If you participate in a City-sponsored health plan and currently have prescription drug coverage through an optional prescription rider or through a prescription plan sponsored by your welfare fund:

	New Prescription	Refill Prescription
At the Drug Store	<ul style="list-style-type: none"> • If your "old" prescription drug coverage was through ESI, just keep using your NPA or ESI card for all prescriptions. • If your "old" prescription drug coverage was through a pharmacy benefit manager other than ESI: <ul style="list-style-type: none"> ○ For PICA drugs, use your new NPA or ESI PICA card ○ For other drugs, use your other drug card 	<ul style="list-style-type: none"> • Same as for a new prescription.
Mail Order	<ul style="list-style-type: none"> • Mail prescriptions for PICA drugs to the ESI mail order pharmacy. • Mail prescriptions for non-PICA drugs to your other mail order pharmacy. 	<ul style="list-style-type: none"> • For PICA drugs, you <i>must</i> get a new prescription for your first fill (initial prescription or refill) on or after July 1, 2001 and send your prescription to ESI Mail Order. • For non-PICA drugs, you may get refills from your other mail order pharmacy as in the past.

If you are not covered under a City-sponsored health plan, you will not be covered under the new PICA prescription plan. Contact your welfare fund to determine whether PICA drugs will be covered for you under your welfare fund prescription plan.