



# Variable Copay Assistance Program

## Valued Member,

The County of Tulare has partnered with EmpiRx Health to offer a Variable Copay Assistance Program (VCAP) that offers savings on select specialty medications. You are receiving this letter because you have been identified as a County of Tulare member who may benefit from this program.

The EmpiRx Health VCAP offers eligible members a potentially reduced copay on select specialty medications obtained through our mail order pharmacy or through designated specialty pharmacies.

## How does the VCAP work?

Our VCAP employs third-party manufacturer programs to generate savings for you and the County of Tulare. As medication costs continue to rise, drug manufacturers have determined ways to reduce out-of-pocket costs. Manufacturer copay assistance programs may help eligible members afford expensive prescriptions by covering part, or all, of a member's copay for select specialty medications.

## What happens next?

As a valued member of EmpiRx Health, we are here to help you take advantage of this program and facilitate a positive experience. The EmpiRx Health Specialty Coordinators are committed to supporting you through the enrollment process. There are some manufacturer programs in which a Specialty Coordinator is able to enroll you on your behalf and will do so automatically. For other manufacturer programs that require members to enroll directly, you will receive a phone call from a Specialty Coordinator who will guide you through the enrollment process and answer any questions.

Please feel free to contact EmpiRx Health Member Services to learn more about the program or to answer any questions you may have at 1-888-907-2820, option 3, Monday through Friday 5:30 am - 5:30 pm PST.

We are looking forward to working with you and assisting with your specialty medication needs.

Thank you,  
EmpiRx Health



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## Frequently Asked Questions

### **What is a manufacturer assistance program?**

Drug manufacturers offer copay assistance programs to make their medications more affordable for you. Many manufacturer programs will issue a copay card that you can use at your pharmacy to reduce your out-of-pocket costs. Manufacturer copay programs are typically valid for one calendar year and will have annual funding limits that reset every January, though this may vary by drug.

### **Am I eligible for copay assistance?**

Manufacturer assistance is available for select specialty medications. The EmpiRx Health Specialty team will determine if your medication(s) are eligible for copay assistance and will support you through the enrollment process. You may not be eligible for copay assistance if you are enrolled in Medicare, Medicaid, Medi-Cal or any federal or state healthcare program.

### **I'm already using a manufacturer copay program for my specialty medication; is there anything I need to do?**

If you've already enrolled yourself in a manufacturer program there is nothing you need to do. An EmpiRx Health Specialty Coordinator may reach out to you to confirm your copay card information. Manufacturer copay programs are typically valid for one calendar year. You may receive a call from a Specialty Coordinator to guide you through renewing your copay assistance or requesting additional funds from a manufacturer if necessary.

### **How do I enroll?**

If you have not enrolled in a manufacturer copay program, you will receive a call from an EmpiRx Health Specialty Coordinator to assist you through the manufacturer enrollment process. The Specialty Coordinator will complete the enrollment process on your behalf, if possible, or will offer to facilitate a three-way call with the manufacturer if active participation is required.

### **What happens when annual assistance is exhausted?**

When copay assistance is exhausted, a Specialty Coordinator will reach out to you with next steps, and you may be asked to contact the manufacturer to request additional assistance. If there is no additional assistance available, your prescription will be reprocessed using your standard specialty medication copay.