



Frequently Asked Questions

1. What is Apothicor Wellness?

Apothicor Wellness is a pharmacist-based wellness consultant that partners with health plans to improve health outcomes of the plan's enrollees and reduce costs.

2. How do these services work?

Once necessary documentation is obtained by Apothicor Wellness (see question 8.), our staff will determine eligibility based on various factors. You may be eligible for all, some or none of our services. If our team identifies you as eligible, we will reach out to you and arrange an appointment.

Note: some appointments may require longer, in-person meetings, while other, less complex appointments may be done over the phone.

3. Are you my new healthcare providers?

No, we are not replacing your current healthcare provider(s). Apothicor Wellness works alongside your providers to aid treatment decision making and augment the care you currently receive; offering a unique insight and expertise lacking amongst many care teams.

4. Who qualifies for these services?

Only enrollees of the health plan are eligible for these services. However, the plan sponsor (ex. your employer) may choose to extend some services to employees not enrolled under the plan. Please check with your employer for details.

5. Do I have to participate?

While there are no penalties for not participating, we encourage participation for those who regularly take prescription medications and/or have diagnosed health condition(s).

6. How is this beneficial for me?

By participating, you will have the opportunity to better understand and improve the management of your health conditions, save money on prescription drugs and medical copays and may be eligible for financial incentives (see question 14.). Additionally,



participation may create savings for your health plan, which leads to a multitude of benefits for everyone (see question 15.).

7. Does Apothicor Wellness only try to save my health plan money?

No, we uphold the oath of a pharmacist and, as such, are dedicated to our patient's health first and savings second. Our pharmacists will never make a recommendation if it is unsafe or discourages you from reaching your health goals. However, savings are **frequently** attainable while improving your current health status and meeting goals.

8. Which documents are required and how do I get them?

For participation, you'll need:

- a. A completed Health Risk Assessment (HRA) - you can find this on our website's "Forms" page at: <http://apothicor.com/forms/>
 - i. Fill out the required fields and click submit.
- b. Sign both our "Privacy Policy" and "Patient Consent and Financial Responsibility" forms.
 - i. Both will be emailed for your electronic signature upon submission of your HRA.
 - ii. Copies of these documents can be found on the bottom of our forms page at: <http://apothicor.com/forms/>

9. How do I meet with Apothicor's pharmacists?

If you qualify for Apothicor Wellness' services, we will reach out to you directly via your preferred contact method to arrange an appointment.

10. What if I or my doctor does not approve a medication change?

Apothicor Wellness encourages patients to be advocates for their own health and, as such, we will not recommend any changes to your healthcare provider without your consent. While our pharmacists stand behind their recommendations as a means to improve your health and promote savings, your healthcare provider may deny a recommendation despite your approval. Subsequently, we must respect that decision, as we are here to improve and augment the care you currently receive.



11. What do I need to do when medication changes are approved by my healthcare provider?

Once changes are approved by your provider, new prescriptions will be issued and ApothicOr Wellness will give notice to your pharmacy regarding these changes. All we ask is that you adhere to your new regimen as directed.

12. What if I'm on a different health plan than my employer?

Unfortunately, these services are only available to beneficiaries of your employer's health plan. However, your employer may choose to extend some services to all employees. Please contact your employer for details.

13. What incentives are available?

Incentives may vary depending on multiple criteria, including health factors. More burdensome and costly health factors may elicit larger incentives.

14. How are incentives given to me?

Upon proof of participation and following provider recommendations, eligible enrollees will receive a predetermined credit toward your monthly health plan premium or a waiver of some or all of your plan's deductible.

15. Why is my health plan initiating this program?

Healthcare costs are on the rise, forcing plans to search for innovative ways to provide high quality, low cost health benefits. In addition, significant savings allow businesses to expand and grow in value, delay or prevent layoffs, decrease health premiums across all beneficiaries and provide additional employee benefits.