

## Frequently Asked Questions

### 1. What is Apothicor Wellness?

Apothicor Wellness is a pharmacist-based consultant who partners with health plans to improve the health of the plan's members and reduce costs. We help improve our patients' understanding of their health conditions, help them better manage these conditions and identify cost savings opportunities.

### 2. How do these services work?

Once necessary documentation is obtained by Apothicor Wellness (see question 9.), our staff will review your medical history and any relevant documentation provided by your health plan. We will then reach out to schedule an appointment.

**Please Note:** appointment times may vary depending on the complexity of your health and medications.

### 3. What is the cost to participate?

There is no cost to you or any dependents for participation. The cost of the program is covered entirely by your health plan.

### 4. Are you my new healthcare providers?

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

### 5. Who qualifies for these services?

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

### 6. Do I have to participate?

While there are **NO** penalties for not participating, we encourage participation by all eligible individuals who regularly take prescription medications and/or have physician diagnosed health condition(s).

**7. 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 16.).

**8. 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.

**9. 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/>

**10. How do I meet with Apothicor’s pharmacists?**

We will reach out to you directly via your preferred contact method to arrange an appointment. All appointments are done via telehealth through secure video communications. If you do not have access to this, we will coordinate with your health plan to ensure access.

**11. What if my doctor or I do 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.

**12. 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.

**13. 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.

**14. What incentives are available?**

The type of incentive available is determined by your health plan. Cash benefit, health premium reductions or waiver of deductible are common ways incentives may be provided. Check with your health plan for details.

**15. How are incentives given to me?**

Upon proof of participation and following provider recommendations, eligible enrollees will receive a predetermined credit. Incentives may vary depending on multiple criteria, including health factors. More burdensome and costly health factors may elicit larger incentives.

**16. 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.