

## **CATALYSTRX - FREQUENTLY ASKED QUESTIONS**

1. ***"How can I locate a Catalyst Rx Provider?"***

Your convenient on-campus CatalystRx provider is Goddard Health Center. If you are away from campus, you may locate a CatalystRX Provider from this website under "Helpful Information" or you may call Catalyst at 1-888-869-4600.

2. ***"When will I receive my permanent ID card?"***

Temporary and replacement ID cards are available from your on campus Student Health Plan Office and/or may be downloaded from this website under "Plan Information & Forms". This ID card has the same information as your permanent ID card.

Permanent ID cards are issued once complete payment is received and balanced by OU, and the information is downloaded (transmitted) to Macori.

3. ***"I just purchased the Plan, and Catalyst said I'm not covered. How can I get my prescription filled today?"***

- Please make certain you have provided the pharmacy with your current student ID number. However a delay should be anticipated (especially in peak enrollment periods) due to processing and transmission of enrollment information to CatalystRX.
- If you purchase the prescription while your membership is pending, you will need to file a paper claim. A CatalystRX Claim Form can be downloaded from this website under "Plan Information & Forms". However, we urge you to ask your CatalystRx Provider to make certain a drug is covered prior to making your purchase.

4. ***"Are all prescription drugs covered?"***

No, plan exclusions apply to the prescription drug benefit.

There is an extensive CatalystRx Formulary. However, in order to keep the plan costs affordable, some drugs may require prior authorization from your physician, or may not be covered. Your CatalystRx Provider will be able to assist you.

5. ***"May I receive more than a one-month supply of a drug during vacation periods?"***

Yes, a 60-day supply (**maintenance drugs Only**) may be purchased if your CatalystRx provider pharmacy calls Catalyst and advises them you are attempting a vacation refill (60 day maximum) during Christmas and Summer vacation periods.

Rx Benefits are not available beyond the period for which coverage was purchased (i.e.: CatalystRx's system will show coverage terminated).