

Better adherence, better health, more savings - through the Refill and Save Program^{*SM}

Poor medication adherence is linked with poor clinical outcomes. 50% of the time medications are not taken as prescribed. Lack of adherence increases healthcare costs by about \$100-\$289 billion a year. Poor medication adherence can interfere with the ability to treat many diseases, leading to greater complications and a lower quality of life.^{1,2}

To increase prescription medication adherence, UnitedHealthcare created the Refill and Save program – the first of its kind – offering members a financial incentive to take the medication as prescribed and to encourage adherent behavior.

How the program works.

The program is simple. **Members who refill their prescription for a qualifying medication as prescribed are given a \$20 savings off their usual copayment or coinsurance.** Members who refill their prescriptions by mail order will receive a reduction of \$50 on their copayment based on a 90-day supply. You don't have to sign up or complete a rebate form – you just refill and save.

A member who refills once per month would save \$240 per year.



To qualify for the savings, members must refill their prescription within 30 days of the day it was scheduled to run out. So if the prescription is written for 30 days, the member has that 30 days plus a 30-day grace period (for a total of about 60 days) to refill the prescription.

Informing members.

Phone—Customer Care has received in-depth training on the Refill and Save Program to answer any questions they may receive via phone from members.



Qualifying medications*

Asthma: Advair®, Breo Ellipta® and Symbicort®

Depression: desvenlafaxine ER (generic Pristiq®)

Frequently asked questions.

When do I need to refill my prescription to stay eligible for the \$20 savings?

To qualify for the **\$20 savings**, you must refill your prescription within 30 days of the day the drug or approved alternative is scheduled to run out. If your prescription was written for 30 days, you will have that 30 days, plus a 30-day grace period (for a total of 60 days) to refill your prescription and qualify for the \$20 discount.

If the grace period runs out before I refill my prescription, can I still get the \$20 savings?

No, if it has been more than 30 days you will not receive the \$20 savings on your next refill. You will, however, receive the \$20 savings on all following refills, as long as you refill within the 30-day grace period from when your prescription was scheduled to run out.

How does the discount work if I refill my prescriptions by mail?

You will receive the **\$50 savings** when you refill your 90-day prescription by mail. Including the 30-day grace period, your refill deadline to qualify for savings is extended to approximately 120 days from your last refill.

When do my savings start?

For those with deductible plans, once you meet the deductible the Refill and Save incentive will apply. For those with no deductible plans, the Refill and Save incentive starts immediately.



If you have additional questions, please call the number on the back of your ID card or contact your broker or UnitedHealthcare representative.

* Depending on your plan benefits, Refill and Save may not apply. If a generic equivalent is available, the brand or its generic may be included in Refill and Save program.

¹ <https://www.fda.gov/Drugs/ResourcesForYou/HealthProfessionals/ucm470165.htm>

² <http://annals.org/aim/article/1357338/interventions-improve-adherence-self-administered-medications-chronic-diseases-united-states>