

Pharmacy Benefit Frequently Asked Questions



Below you'll find helpful questions and answers to guide you in understanding your pharmacy benefit through Judi Rx. If you have any additional questions, please contact your dedicated Customer Care team by calling the number on your ID card. Representatives are available 24 hours a day, 7 days a week to assist you.

Who is Judi Rx?

Judi Rx is an innovative pharmacy benefit manager or PBM. Our role is to oversee your prescription benefit plan. We work hard every day to ensure your prescription drug plan is cost-effective and in line with our mission: **your health**.

What is a Pharmacy Benefit Manager (PBM)?

A PBM is a pharmacy benefit manager. We process prescription drug claims on your behalf. Judi Rx works directly with pharmacy providers and drug companies to make sure you get the medications you need. We strive to provide the right balance of drug access and cost savings as part of your plan.

Does Judi Rx have an online member portal and mobile app?

Yes. You can log in to the member portal by visiting app.cap-rx.com/login or by downloading the Judi Rx mobile app by searching Judi Rx in the app store.

How do I log into the Judi Rx mobile app?

To register, visit app.cap-rx.com/register or scan the QR code and follow these steps:



1. Fill in your personal information and click **VALIDATE**
2. Complete the credentials form and click **CREATE ACCOUNT**
3. Check your email and locate the verification code sent from Judi Rx
4. Enter the code provided to validate your email address

What resources are available on the member portal to help me manage my pharmacy benefit?

- **Find low-cost medications:** Search for affordable prescription drugs at nearby pharmacies to help save money.
- **Locate pharmacies nearby:** Find participating pharmacies in your network for convenient prescription pick-up.
- **Access plan documents:** View or download important member materials, including plan forms and coverage details.
- **Track out-of-pocket spending:** Monitor how much you've paid toward your deductible and other out-of-pocket costs.
- **Check drug coverage:** Easily see which medications are covered under your plan before filling a prescription.
- **Download your pharmacy ID card:** Access a digital version of your ID card anytime for quick and convenient use.
- **Review claims history:** View past pharmacy claims processed by Judi Rx to keep track of your prescriptions and costs.
- **View prior authorization status:** Stay informed about prior authorization requests.

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Can I continue using my current pharmacy with Judi Rx?

Judi Rx offers access to a nationwide network of more than 60,000 pharmacies, including most major chains and independent pharmacies. In many cases, you can continue using your current pharmacy. To check if your pharmacy is in-network, log in to the member portal and select “Care Search” followed by “Find Best Price.” Using an out-of-network pharmacy may result in higher out-of-pocket costs or no coverage, depending on your benefit plan.

Is the medication I am currently taking covered by Judi Rx and how can I estimate my out-of-pocket medication costs?

To learn if your medication is covered, please review your plan’s formulary. The formulary outlines the coverage status of each medication and indicates whether requirements such as prior authorization, step therapy, or quantity limits apply. Please note that not all medications listed on the formulary are covered under every plan.

To view the formulary specific to your prescription benefit plan, log into the [member portal](#) and click ‘Care Search’ and select ‘Find Best Price’ from the navigation menu for more information on covered medications.

This same tool can also help you estimate your out-of-pocket costs. Simply enter the medication name and refine your search by selecting the type, form, dosage, and quantity. Once you click “Find Best Price,” you’ll see a list of nearby pharmacies along with estimated pricing for your prescription. If you need additional assistance, you can contact your dedicated Customer Care team by calling the number on your ID card.

What is a Prior Authorization (PA)?

Approval may be required before your pharmacy benefit plan will cover certain drugs. This process ensures you receive a prescription that is safe and the most cost-effective. Once notified by the pharmacy, your healthcare provider will work with Judi Rx to complete paperwork to submit a prior authorization. They can refer to judi.health/capital-rx-prescribers to download a fillable form and more. Most reviews are completed within two business days after all required information is received. Our clinical team will notify your prescriber in advance of any declinations and assist in expediting you to a preferred alternative therapy. For additional prior authorization questions, please call your dedicated Customer Care team.

How can I track the status of my Prior Authorization?

Log into the [member portal](#) and select “Prior Authorization” from the top of the dashboard to access your PA information. You will see a list of all prescriptions that have a PA submitted, including details such as the prescription name, status, request date, and closed date if applicable. You can search or sort this list to find a specific medication or status. To view more detailed information, click “View Details” on any request to see the status, drug details, and prescriber information. The status will indicate whether the request is in progress, approved, denied, or closed due to insufficient information. If you need help using the portal or have questions, contact your Customer Care team using the number on your ID card.

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What is Step Therapy (ST)?

Step therapy means you may be required to try another medication (usually a generic) prior to starting the medication your healthcare provider prescribed (usually a brand). If a medication you are prescribed has a step therapy program in place, please discuss your options with your healthcare provider. If the alternative medication has already been tried or is not appropriate, please work with your healthcare provider to submit a prior authorization request for review and approval.

What is a Quantity Limit (QL)?

Quantity limit means there is a limit on the maximum dosage or quantity for certain medications that are covered per prescription, or within a specific time frame. Quantity limits are established for safety and clinical reasons. If you require a dose or quantity beyond what the limit allows, please work with your healthcare provider to submit a prior authorization for approval.

What if I need to fill a prescription and don't have my physical pharmacy ID card at the pharmacy?

You can download a digital ID card by logging into the Judi Rx [member portal](#) or mobile app. If the pharmacy is unable to process your prescription, ask them to contact your dedicated Customer Care team for assistance.

Can I get reimbursed for my pharmacy expense if it wasn't processed with my pharmacy benefit?

To request a reimbursement for prescription drugs paid for out-of-pocket, please complete the Direct Member Reimbursement (DMR) form. You can mail, email, or submit the form electronically on the [member portal](#) with pharmacy receipts.

Judi Rx, Inc.

Attn: Claims Department
9450 SW Gemini Dr., Suite 87234
Beaverton, OR 97008

Email: DMR@cap-rx.com

Please keep a copy of the form and receipt(s) for your own records. Depending on your plan's elections, you may be reimbursed directly for covered prescriptions. Blank forms are available by visiting our [website](#).

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How do I authorize a family member or caregiver to manage my pharmacy benefits?

A Personal Health Information Disclosure form is available to allow a family member or caregiver to manage and access your pharmacy benefits. You can complete this form digitally by visiting our [website](#) and locating the Personal Health Information Disclosure Form link. If you prefer, you can download the form and mail it to the address below. To download a blank form, select 'Download Now'. You can also email the completed form to consent@cap-rx.com.

Judi Rx, Inc.

Attn: Customer Care
9450 SW Gemini Dr., Suite 87234
Beaverton, OR 97008

What if I need to change retail pharmacies but I have an existing prescription?

Most pharmacies can assist with transferring eligible prescriptions on your behalf. Once you locate an in-network retail pharmacy, you can work with the new pharmacy to transfer your existing prescription. Call your new retail pharmacy and provide the following information including:

- ID card processing information
- Previous pharmacy name and phone number
- Prescription name and number from your medication label

Please note: Prescriptions that are expired, have zero refills remaining or are for controlled substances are not eligible for transfer. Work with your healthcare provider to request a new prescription to be sent to your new retail pharmacy.

How do I contact Judi Rx if I have questions?

You can contact Judi Rx Customer Care by calling the phone number that is listed on your ID card.