

<PersonFirstName><PersonLastName>

<AddressLine1>

<AddressLine2>

<City>, <State> <Zip>

November 15, 2024

Dear «PersonFirstName»,

We're reaching out to inform you about an upcoming process change that may impact how your specialty medication costs track to your out-of-pocket maximum. Our records indicate that you have filled a specialty medication in 2024.

This change primarily affects these medications, which often come with manufacturer copay assistance programs. We encourage you to review this important information below along with the Frequently Asked Questions to understand how this may impact you moving forward.

Beginning January 1, 2025, OptumRx, the pharmacy benefit manager for Sanford Health Plan, is enhancing its systems to more accurately track the amount you have paid for your specialty medication and therefore how much applies to your out-of-pocket maximum.

This means that while any manufacturer copay assistance you receive, such as a coupon card, will continue to reduce your immediate costs at the pharmacy, it will no longer count toward your deductible or maximum out-of-pocket. Only the portion you pay yourself at the pharmacy will contribute to these annual cost-share limits.

We're here to support you through this change. Please reach out if you have any questions or need help managing your specialty medication costs. Our pharmacy team is available Monday through Friday from 8 a.m. to 5 p.m. CST at (855) 305-5062 (TTY: 711).

Sincerely,

Sanford Health Plan

Frequently Asked Questions

How does this change affect my specialty medication costs?

Your specialty medication costs will not change as a result of this process update. Manufacturer copay assistance will still help reduce your immediate costs at the pharmacy, but it won't count toward reaching your deductible or maximum out-of-pocket.

Why is this change being implemented?

This process change is being introduced to ensure that deductible and out-of-pocket costs reflect the amounts you pay directly. Many insurance providers are moving to this process to keep premiums stable and maintain coverage options across the board.

Will my medication copay assistance still reduce my pharmacy costs?

Yes. You can still use manufacturer copay assistance to help lower your monthly costs for specialty medications. However, only the portion you pay yourself at the pharmacy will count toward your deductible or maximum out-of-pocket.

How can I find out if my medication has copay assistance?

You can typically find copay assistance details on the manufacturer's website, by asking your pharmacist, or by contacting our pharmacy team.

How will I know what my out-of-pocket costs are each month?

You can track your payments and progress toward your deductible and out-of-pocket maximum in your member portal. Our customer service team is also available to answer these questions.

When will my deductible and maximum out-of-pocket reset on my plan?

Your deductible and maximum out-of-pocket will reset annually on January 1.