

# MEMBER Guide



YOUR PHARMACY BENEFITS MADE EASY

## Helping you get and remain healthy.

We're here to ensure that your pharmacy benefits are accessible, with ease, when you need them most.



### Customer Service

The ProAct Help Desk is available to serve you 24 hours a day, 7 days a week. Our knowledgeable customer service representatives can assist you with; Benefit Overview, Eligibility, Prior Authorization, and much more.

**Tel:** 877-635-9545  
**Fax:** 315-287-7864  
**Web:** www.ProActRx.com

**Email:** Support@ProActRx.com  
**Mail:** 1230 US Highway 11  
Gouverneur, New York 13642



### ATTENTION MEMBERS!

On **October 20th** from **1 - 3:30 p.m.** a dedicated ProAct representative will be available to answer your benefit questions.

**SCOTT SYLVESTER**  
315-287-3652 Ext. 3701



### Mail Order Pharmacy

ProAct Pharmacy Services will deliver maintenance prescriptions, up to a 90 day supply, directly to your door for the cost of your mail order pharmacy copay. You will need a new prescription from your doctor to begin using the mail service. Your doctor can e-scribe, call in, or fax your prescription to "ProAct Pharmacy Services". You may also mail a prescription along with a completed profile form. To get started, call a Customer Service Representative to set up your home delivery profile and method of payment.

**Tel:** 866-287-9885  
**Fax:** 315-287-3330  
**Web:** www.ProActPharmacyServices.com

**Email:** MailOrder@ProActPharmacyServices.com  
**Mail:** 1226 US Highway 11  
Gouverneur, New York 13642



### Specialty Pharmacy

Noble Health Services is ProAct's specialty pharmacy and is available to dispense medications used to treat complex and chronic conditions. Our experts at Noble strive to support patients in all aspects of therapy and always provide the utmost care, from prescription needs and medication therapy management to financial guidance. Emergency on-call support is available at all times via our toll-free number. Your doctor may mail, fax, call, or e-scribe to "Noble Health Services". Packages will ship next day delivery to your home, physician's office, or place of business. Same day delivery is available in some areas of Upstate New York. Local members may pick up specialty medications at our facility in Syracuse, New York.

**Tel:** 888-843-2040  
**Fax:** 888-842-3977  
**Web:** www.NobleHealthServices.com

**Email:** ContactUs@NobleHealthServices.com  
**Mail:** 6040 Tarbell Road  
Syracuse, New York 13206



### International Mail Order Pharmacy

Approximately 350 brand name maintenance medications are available through ProAct's international mail order partner, CanaRx. If your drug is available internationally, you are eligible to receive up to a 90 day supply at a \$0 copay.

**Tel:** 866-893-6337  
**Fax:** 866-715-6337  
**Web:** www.CanaRxSavingsProgram.com

**Email:** info@canarx.com  
**Mail:** CanaRx Savings Program, P.O. Box 44650  
Detroit, Michigan 48244-0650