

PROACT-PLUS

Frequently Asked Questions

1. What is the ProActPLUS Program?
 - a. This program promotes savings on eligible brand name medications with manufacturer assistance or international mail order fulfillment. ProActPLUS is a 100% concierge, member-centric program. As a ProAct member, there is no enrollment required. If your existing or new drug therapy is eligible for ProActPLUS, a case coordinator will reach out to you directly.
2. Do I have to do anything to prepare for the ProActPLUS program?
 - a. To ease the transition, ProAct recommends that you obtain a refill on your prescription(s) before the plan change occurs. This will eliminate the need to obtain your prescription right after the 1st of the month and gives the pharmacy ample time to realize the change in pharmacy benefits. If you receive a rejection at the pharmacy for your first refill after the transition, please do not leave the pharmacy and contact a ProActPLUS case coordinator at 877-635-9545 or ProActPLUS@proactrx.com.
3. Are specialty medications covered under my plan?
 - a. Certain brand name medications are not directly covered under your Heartland Dental prescription drug benefit and will require that you work with the ProActPLUS and Lucent Rx team to attempt to obtain funding through a patient assistance program. If funding is not available, your ProActPLUS coordinator will work with you to source the coverage of your medication via other routes.
 - b. If you are prescribed an eligible specialty medication, you will be contacted by a Lucent Rx team to assist you with lowering your out-of-pocket costs. Significant savings are available through manufacturer programs.
4. What type of information will the Lucent Rx team ask me to provide?
 - a. You may be asked to provide financial information for your household, copy of your driver's license, and/or a copy of your current year to date paid medical expenses.
5. How do I contact Lucent Rx if I have questions?
 - a. You can reach a Lucent Rx specialist at 877-214-2130 or email lucentrx@narushealth.com.
6. What should I do if my copay is significantly higher than previously experienced or anticipated?
 - a. ProActPLUS offers a full-service copay assistance program. If you experience a change in your copay at the pharmacy, please advise the pharmacy to apply the copay card they have been provided since your last fill. This should lower the cost back down. If it does not resolve the issue, please contact a ProActPLUS case coordinator at 877-635-9545 or ProActPLUS@proactrx.com. The copay optimization program is intended to provide valuable savings on brand-name medications, with zero disruption or engagement on your behalf.
7. Do I have to fill medications internationally?
 - a. Some medications are available at a lower cost and can be sourced safely from licensed pharmacies in Canada, United Kingdom, or Australia. ProAct's international pharmacy partner, CanaRx, supports this voluntary program that complies with FDA directives to allow individuals to obtain medications for personal use. If you are prescribed an eligible medication, you will be contacted by a ProActPLUS coordinator to assist you with lowering your out-of-pocket costs. Please visit www.CanarxSavingsProgram.com for more information on enrollment or contact our ProActPlus team at 877-635-9545 or ProActPLUS@proactrx.com.
8. What do I do if I have a problem or question related to the ProActPlus Program?
 - a. Please contact a ProActPLUS case coordinator at 877-635-9545 or ProActPLUS@proactrx.com.