



Member FAQs

HOW CAN THESE MEDICATIONS BE OFFERED AT A ZERO COPAY?

The substantial savings opportunities that the CANARX mail order programs provide are due to the fact that in the countries (Canada, the United Kingdom and Australia) where CANARX assists individuals in shopping, prevailing prices are substantially lower for the same drugs than they are in the United States. CANARX works with government-licensed pharmacies to supply brand-name medications, packaged and sealed by the original manufacturer, for delivery to all participants. This lower cost for medications allows CANARX to offer this program at a zero copay to the participant.

WHERE DO THESE MEDICATIONS COME FROM?

All medications are sourced from Tier 1 countries as designated by U.S. Congress for safety purposes. Tier 1 countries are deemed by the U.S. government to have equivalent or greater safety and licensing regulations as the United States. CANARX ensures that all medications are packaged by the manufacturer, distributed by government-regulated wholesalers, prescribed by practicing physicians, labeled and dispensed by licensed local pharmacists, and delivered directly to the patient. In addition, CANARX professionals regularly inspect all licensed pharmacies to ensure that safety standards and regulations are met.

WHAT IS THE DIFFERENCE BETWEEN THE MEDICATIONS FROM THE UNITED STATES AND THOSE SHIPPED FROM INTERNATIONAL SOURCES?

Medications shipped by CANARX pharmacies meet the strict manufacturing requirements of Tier 1 countries and are government-regulated. Although the drugs you receive may in limited circumstance look slightly different or have a different name than what you are used to, for all intents and purposes they are identical. For example, a drug may be a capsule in the U.S. but a tablet in another country.

WILL THE CANARX PROGRAM REPLACE OUR CURRENT PRESCRIPTION BENEFIT PLAN?

No. CANARX is a voluntary program that can only be used for select brand-name medications listed on the CANARX formulary. You will need to use your current prescription benefit plan for medications not listed on the formulary, such as generic medications, controlled substances and antibiotics.

DO I HAVE TO USE CANARX FOR ALL OF MY BRAND-NAME MEDICATIONS?

No. But if your medication is available through CANARX, the copay savings could be substantial. At any time, you can revert back to purchasing your medications at your local pharmacy or mail order provider.

HOW DO I ENROLL?

Please submit a completed enrollment form, a copy of your photo identification, and a new prescription for each medication you wish to fill through the CANARX program. Enrollment forms can be completed online [HERE](#), or a hard copy can be faxed, uploaded to our secure site, or mailed to CANARX. Photo identification can be submitted via the online enrollment form, scanned and uploaded to our secure site, emailed, or mailed. Prescriptions can be mailed or faxed directly from your prescriber's office. A three-month prescription with three refills should be requested from your prescriber – and a 30-day prescription for local filling should ensure your continued course of therapy during your enrollment period. Unsure if your medication is available through the CANARX program? Check your group formulary online or reach out to our service representatives for confirmation.

WHY DO I HAVE TO COMPLETE AN ENROLLMENT FORM?

CANARX requires this form to be completed for the safety of the patient. Your current medication list and health history are used for physician review and to complete a drug utilization review that could identify possible interactions.

HOW LONG IS THE PROCESS?

Once all correspondence is received and registration is confirmed, it takes three to five business days to process internally. Your order is then sent to the international pharmacy for dispensing. Please allow four weeks for delivery of your package.

DO I NEED TO CALL CANARX FOR REFILLS?

CANARX maintains a calling schedule for all of our customers. When your refills are due, CANARX will attempt to reach you by phone three times. If unsuccessful, a letter will be issued as a reminder for you to contact us.

WHAT IS YOUR RETURN POLICY?

Once medications have left the dispensing pharmacy, CANARX by law cannot accept medications back.



HOW DO YOU ENSURE MY SAFETY?

All medications are delivered in the original sealed package supplied from the brand-name manufacturer's approved facility. The medications are dispensed and mailed directly to the patient by a licensed pharmacy in a Tier 1 country.

DO YOU OFFER GENERIC MEDICATIONS?

No. CANARX only offers brand-name medications that represent savings.

WHAT DOES THE "G" MEAN ON THE FORMULARY?

Medication names appearing with a (G) are available in a generic version locally with a potentially greater savings.

WHY IS THE MEDICATION NOT AVAILABLE?

- Generic drugs are excluded because they usually cost less in the U.S.
- Medications requiring refrigeration are excluded since they may spoil during transit.
- Narcotics and controlled substances are excluded because of safety concerns as well as laws and regulations.
- Medications likely to be required right away, such as antibiotics for an infection, are excluded because of the time required to ship them abroad.
- The medication may be available for purchase locally at a lower cost to your health plan.
- There may not be sourcing for the medication at our approved pharmacies.

WHERE ELSE CAN I OBTAIN MY MEDICATIONS?

Medications not available through CANARX should be ordered through your U.S. prescription provider.

ARE THERE ANY OTHER MEDICATIONS AVAILABLE THAT I CAN TAKE OR CAN BE SUBSTITUTED?

You may ask your physician to review the list of available medications for a possible alternative. When switching to an available medication, a local trial is required.

WHY CAN'T I SEND IN A PRESCRIPTION FOR A NEW MEDICATION AND INSTEAD HAVE TO FILL IT LOCALLY FIRST?

When taking a new-to-you medication a local trial is required in which initial counseling would be received from a local pharmacy. This ensures that you know how to properly take the medication and are aware of possible side effects. The trial also ensures there are no adverse reactions to the medication and that your physician has determined it is appropriate to continue therapy prior to ordering a three-month supply.

I HAVE QUESTIONS REGARDING MY MEDICATIONS, IS THERE A PHARMACIST AVAILABLE TO ANSWER MY QUESTIONS?

A pharmacist is available to answer questions. There is also a 24-hour emergency line.

WHO PAYS THE SHIPPING COSTS?

There are no individual shipping charges. All shipping costs are covered by the program.

WHAT IS THE STANDARD SHIPPING TIME?

Please allow four weeks for delivery of a package.

DO I HAVE TO SIGN FOR MY PACKAGE?

CANARX does not require a signature upon delivery. However, it may be a requirement of the U.S. Postal Service and left to their discretion.

WHAT IF I DO NOT WISH TO HAVE MY MEDICATIONS SHIPPED IN THE ORIGINAL MANUFACTURER PACKAGING AND PREFER BOTTLES?

All medications are shipped in the sealed, original manufacturer packaging as an added safety feature. If you wish to have medication bottles or child-proof caps, they can be included in the order at no cost, but the medication will have to be transferred into the bottles upon receipt.

CAN I HAVE THE MEDICATIONS SHIPPED TO MY P.O. BOX?

Yes. However, CANARX requires to have the home address on file.

IS PERSONAL IMPORTATION PERMITTED?

Yes. CANARX has designed its program to comply with personal importation guidelines that allow you to import up to a 90-day supply of medicines that your doctor has prescribed for you for your personal use. Contact us today for more information.

MY DOCTOR SAYS THEY CANNOT PROVIDE A WRITTEN PRESCRIPTION. WHAT NOW?

When a prescription is being filled locally, the doctor may be restricted by e-prescribing mandates. These mandates provide exceptions in specific cases, such as the medication being filled out of state. Advise your doctor the medication is being filled out of state and a physical prescription is required. Prescriptions can either be mailed directly to us or faxed from your physician's office at 1-866-715-6337.