

## Aetna Pharmacy Benefits, administered by CVS Health

### FAQs for Employees

*If you fill prescriptions on or after January 1, 2025, your prescription drug coverage will be provided through Aetna Pharmacy Benefits, administered by CVS Health. See below for some frequently asked questions to help you learn more about Aetna Pharmacy Benefits and understand important information regarding this transition.*

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### 1. Why is Arkema's prescription administrator switching to Aetna Pharmacy Benefits?

As part of a continuous effort to evaluate our benefit programs, Arkema reviews the healthcare marketplace to find the best healthcare options that will keep plan costs sustainable for you, your family, and the Company. That's why your prescription drug administrator will be Aetna Pharmacy Benefits, starting January 1, 2025. If you fill a prescription on or after January 1, 2025, you will use Aetna Pharmacy Benefits.

Aetna is affiliated with CVS Caremark, a leading pharmacy benefit manager. The Aetna National Pharmacy Network is a broad network of over 66,000 locations and includes most chain stores and many independent pharmacies. You can still get your prescription filled at any participating pharmacy, whether it's a CVS, Costco, Albertsons, Duane Reade, Kroger, Rite Aid, Target, Walgreens, Walmart and Wegmans.

You can call your current local pharmacy to confirm if they participate in the Aetna National Pharmacy Network. CVS is committed to delivering high-quality care, with a continued focus on improving the customer service experience.

## **2. What programs and resources are available through Aetna Pharmacy Benefits?**

Your Aetna Pharmacy Benefits include:

- An expansive network of 66,000 major pharmacy chains and select local pharmacies
- Automatic prescription refills
- Mail order with home delivery or pickup at local CVS pharmacies
- PrudentRx, a savings program for specialty medications for select conditions (replaces SavonSP program for current participants in the PPO plan)
- Combined medical and prescription drug ID card

## **3. Will prescription plan design and copays change as part of this transition?**

Your prescription plan design will remain the same. However, please refer to the Aetna Pharmacy Benefit Formulary at [aetnaresource.com/n/Arkema-2025](https://aetnaresource.com/n/Arkema-2025) to confirm if your prescriptions are included on the Aetna CVS formulary drug list.

Weight loss medications continue to be covered under the program for 2025, but they are no longer on the CDHP Preventive medications list. Preventive drugs on the CHDP Preventive medications list will no longer be covered at \$0, you will pay a copay or coinsurance as determined by your medical plan election. You do not need to meet the CDHP deductible for preventive drugs before the plan begins to pay coinsurance.

Starting January 1, 2025, Arkema has partnered with WIN and fertility drugs will only be provided through WIN. You can contact WIN at: <https://managed.winfertility.com/arkema/> (use code: ARK25) or at 1-844-943-6166 after January 1, 2025.

## **4. Will my Aetna Member ID number change with the transition to Aetna Pharmacy Benefits?**

No, your Aetna member ID number for medical coverage will not change. However, you will receive a new ID card (combined medical and prescription) with new numbers and resources for Aetna Pharmacy Benefits. Make sure you provide your new ID card to your pharmacy and your medical providers when you see them after January 1, 2025 so they can update their records.

Make sure your physician has the correct pharmacy vendor (Aetna Pharmacy Benefits through CVS Caremark), so they can send the correct electronic prescriptions to your preferred pharmacy.

## **5. Do I need to enroll in Aetna Pharmacy Benefits coverage?**

If you enroll in an Arkema medical plan for 2025, you will automatically be enrolled in Aetna Pharmacy Benefits coverage. If you are already enrolled in an Arkema medical plan, you do not need to actively enroll, as your current elections will carry

over at 2025 rates. However, we strongly encourage you to review your benefit options for 2025. After Open Enrollment, you cannot change your benefit elections without a qualifying life event.

## 6. What information can I expect between now and January 1?

If you will be enrolled in an Arkema medical plan for 2025, you can expect to receive the following materials and services from Aetna Pharmacy Benefits:

- You will have access to the Aetna service team who can help answer questions related to the transition (i.e., costs, formulary, refills, etc.). Visit [aetnaresource.com/n/Arkema-2025](https://aetnaresource.com/n/Arkema-2025) for additional information about our transition to Aetna Pharmacy Benefits.
- If you have open refills with Express Scripts that continue into 2025, those refills will automatically be transitioned to Aetna Pharmacy Benefits. Aetna will contact you in mid-December to help you get your remaining refills from Aetna Pharmacy Benefits. If you currently have automatic refill and want to continue this option with Aetna Pharmacy Benefits, you can enroll in automatic refill at [Aetna.com](https://Aetna.com).

### What's next?

- In mid-December, each family member who is covered will receive a personalized letter from Aetna Pharmacy Benefits highlighting how they are impacted by any changes to the formulary or prior authorization requirements. For those enrolled in the PPO plan and taking specialty medications, you may also receive a welcome letter with instructions on how to enroll in the PrudentRx program for copay assistance.
- Members that have a prescription that cannot be transferred will receive direct communication from Aetna Pharmacy Benefits about the steps to take to continue their medications.

## 7. Will Aetna Pharmacy Benefits have my prescription history?

To ensure a smooth transition, your prescription records and information as well as most medications with open refills will be transferred. Please note compound medications and controlled substances cannot be transferred and will require a new prescription from your provider.

## 8. Can I access my Express Scripts history through Aetna?

Your Express Scripts history will not be available through the Aetna Pharmacy Benefits member portal. You may review your Express Scripts history at [www.express-scripts.com/](https://www.express-scripts.com/) until November. Any new prescriptions that are filled in December, if eligible will be transferred to Aetna Pharmacy Benefits in January.

## 9. Will medications that require a prior authorization be transferred?

Yes, prior authorizations will be transferred to Aetna Pharmacy Benefits if the authorization is still valid into 2025 and the medication is covered under the Aetna Pharmacy Benefit formulary. If your prescription requires additional authorization,

your Aetna Pharmacy Benefits letter in December will notify you. If you or any of your family members need to take action, you will receive a letter.

## 10. What if my prescription currently has open refills?

If your prescription has open refills, we recommend you refill your current prescription with Express Scripts before December (if able), so you have the medication you need before the new year begins. Once your prescription is transferred to Aetna Pharmacy Benefits:

- **Retail:** You may continue to refill your prescription at your current retail pharmacy. please present your new Aetna identification card to the pharmacy staff after January 1, 2025.
- **Mail Order:** You must log in to your Aetna account and request a refill through Aetna/CVS mail order.

If you have any questions about refills before the end of 2024, contact Express Scripts at **1-800-363-8952**.

## 11. Are there any medications that will not be transferred?

Compound medications and controlled substances cannot be transferred. You will receive communication from Aetna Pharmacy Benefits if your current prescription(s) cannot be transferred, and you will need to get a new prescription from your provider. If you or a covered family member takes a compound medication or controlled substance, you may want to ask your health care provider for a new prescription for 2025.

## 12. Will I get an ID card?

You will receive new Aetna ID cards (combined medical and prescription drug) in the mail mid-December if you enroll by November 15. You can begin using your new ID cards to fill your prescriptions starting January 1, 2025.

## 13. What is the last day I can fill a prescription through Express Scripts?

The last day you fill a prescription through Express Scripts is December 31, 2024. However, we encourage you to refill your prescription (if able) with Express Scripts before the transition, so you have a supply of your medication before the new year begins.

## 14. I currently participate in SaveonSP copay assistance program for a specialty medication. Will CVS cover my prescription?

If you are participating in the current SaveonSP program, you may be able to participate in the PrudentRx program, which can help you save money on specialty medications for certain conditions, including multiple sclerosis, cancer, and rheumatoid arthritis, similarly to how the SavonSP Program operated as long as you are enrolled in the Aetna PPO medical program for 2025.

After Open Enrollment, you will receive instructions from Aetna Pharmacy Benefits on how to enroll in the PrudentRx program. If you have additional questions, contact them at 800-578-4403.

## 15. Where can I fill my prescriptions?

The Aetna National Pharmacy Network is a broad network of over 66,000 locations and includes most chain stores and many independent pharmacies. You can still get your prescription filled at any participating pharmacy, whether it's a CVS, Costco, Albertsons, Duane Reade, Kroger, Rite Aid, Target, Walgreens, Walmart and Wegmans.

You can call your current local pharmacy to confirm if they participate in the Aetna National Pharmacy Network or visit [aetnaresource.com/n/Arkema-2025](https://aetnaresource.com/n/Arkema-2025).

## 16. Are there mail order options?

Yes, Aetna Pharmacy Benefits offers convenient options to fill your prescriptions: automatic prescription refills, mail order home delivery, and mail order pickup at local CVS and other pharmacies through the maintenance choice program to further streamline your experience.

## 17. Who can I contact with questions?

If you need extra help navigating your prescription drug coverage, contact the Aetna Service team. You can access a representative at [aetnaresource.com/n/Arkema-2025](https://aetnaresource.com/n/Arkema-2025) or call **1-800-238-3488**, Monday – Friday, 8:00 a.m. – 6:00 p.m. ET.