PINNACLE RxSolutions

TORRANCE UNIFIED SCHOOL DISTRICT
Effective January 1, 2025

YOUR NEW PRESCRIPTION DRUG CARD
Frequently Asked Questions

1. **How do I contact PinnacleRx Solutions if I have questions or issues filling a prescription?**

   Customer Service: 1-844-899-2195
   Website: www.prxsolutions.com
   Address: PO Box 2540
   Newport Beach, CA 92658-8944
   Email: customerservice@prxsolutions.com

2. **What do I have to do when I go to the pharmacy?**

   Step 1: Provide your new ID Card to the pharmacy.
   Step 2: Remind the pharmacy that they need to submit your prescription under the new **Rx Bin # 017051.** This information is printed on your new ID card.
   Step 3: Pay your co-payment and your transaction is complete!

3. **Who is my mail order pharmacy and how do I re-fill my prescription?**

   If you are currently filling your prescriptions at mail order, Pinnacle Rx Solutions will coordinate the transfer of your mail prescriptions to your new mail order prescription provider, King's Pharmacy, effective January 2025. With your permission, King's Pharmacy will reach out to your provider and reroute your mail order medicines to you directly.

   For new mail order prescriptions please review the Mail Order Registration Form included in your welcome packet and let your prescriber know about your new mail order prescription provider at your next visit.

   If you have any questions about the transfer of your mail-order prescriptions, please contact PinnacleRx Solutions at 1-844-899-2195

4. **Who is my Specialty Pharmacy?**

   For Specialty prescriptions, services are available through PinnacleRx Solutions' Specialty Program. To receive additional information, please contact the PinnacleRx Solutions Customer Service Department at 1-844-899-2195.

5. **Do I have to get a new prescription?**

   You only need to get a new prescription if you are obtaining a new medication. Any refills you have on file with your current pharmacy will transfer to PinnacleRx Solutions automatically.

6. **Where can I get compounded prescriptions filled?**

   Most compounding prescriptions can be filled at your local pharmacy. However, if your compound prescription will cost more than $100 or if you have more than 4 compound prescriptions in a month, PinnacleRx Solutions requires that the prescription be sent to our Pharmacy Compounding Network. Your pharmacy will be instructed on how to ensure your compound prescriptions is filled.

7. **Will the formulary change over time?**

   The formulary is reviewed on an annual basis. If you notice minor changes to the formulary, any questions you have can be answered by contacting the PinnacleRx Solutions Customer Service Department at 1-844-899-2195.

8. **Will there be a change to the list of drugs that are defined as maintenance, specialty, or require step-therapy?**

   There may be slight differences between what you currently have and programs being used by PinnacleRx Solutions. This happens as medications can be reclassified on an annual basis depending on manufacturer changes and industry standards. Please contact the PinnacleRx Solutions Customer Service Department at 1-844-899-2195for specific questions you might have regarding your unique circumstances.

9. **Is my pharmacy in PinnacleRx Solutions network?**

   There are over 65,000 pharmacies in the PinnacleRx Solutions nationwide network, including most national chains. To find a pharmacy or to obtain a list of participating pharmacies near you, please visit our website: www.prxsolutions.com.

10. **What if my pharmacy is listed as out-of-network?**

    PinnacleRx Solutions is willing to work with any pharmacy that is out-of-network to secure a contract. If your preferred pharmacy wants to be in our network, please contact the PinnacleRx Solutions Customer Service Department at 1-844-899-2195with the name and phone number of your preferred pharmacy, and we will work with the pharmacy on obtaining a potential contract.



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If your preferred pharmacy does not wish to contract with PinnacleRx Solutions, you will need to use another pharmacy in the network. For a complete list of participating pharmacies, please visit our website: www.prxsolutions.com.

11. **Who can answer pharmacy coverage and benefit questions?**

    The PinnacleRx Solutions Customer Service Department is always willing to answer your questions and can be reached by phone at 1-844-899-2195 or via email at customerservice@prxsolutions.com. You also have access to your pharmacy claims and benefit information through HealthView at https://healthview.pinnacletpa.com.