

# Welcome to Capital Rx!

## Your new Pharmacy Benefit Manager (PBM) is here

In 2026, we are partnering with Capital Rx to oversee and process prescription drug claims. They provide 24/7 support and resources to help you manage your prescriptions and costs.

### What is a PBM?

A PBM works with the ECU Health Employee Pharmacy, retail pharmacies and drug companies to ensure your prescription drug plan is cost-effective and supports your health. Their services and resources help you make the best decisions for you and your family.

### The transition to Capital Rx

If you had a prescription with remaining refills at the end of 2025, your medication should have automatically transferred to Capital Rx. You do not need to get a new prescription. If you had an approved prior authorization effective after Dec. 31, 2025, it should have automatically transferred to Capital Rx. If it expired before Dec. 31, 2025, it would not have transferred. Check your prescriptions' status by calling the Customer Service number on your medical plan ID card or by visiting the Capital Rx Member Portal at [app.cap-rx.com/login](http://app.cap-rx.com/login).

### Using your card

You should have received an updated Allegiance medical plan ID card with Capital Rx information. Present this card along with your prescriptions at your pharmacy to fill your medications. Don't have an updated card? Contact Allegiance at **800-258-5794** for a member ID card.

### Finding a pharmacy

When you or a covered family member need a prescription filled, you may use the ECU Health Employee Pharmacy for access to exclusive savings. You may also use a retail pharmacy that participates in the Capital Rx pharmacy network. Capital Rx has relationships with more than 60,000 retail pharmacies throughout the U.S.

### Understanding prior authorization, step therapy and quantity limits

Capital Rx puts certain rules in place to ensure your prescriptions are safe and appropriate.

- ▶ **Prior authorization** requires you and your physician to get approval from Capital Rx before your medication is filled.
- ▶ **Step therapy** requires you to try a less expensive, just as effective, medication (usually a generic) before starting the prescribed medication (usually a brand name).
- ▶ **Quantity limits** use clinically approved prescribing guidelines to limit your prescription to a maximum dosage or quantity for certain medications.

You will be notified if any of these rules apply to your prescriptions. You can also call customer care or check the Capital Rx Member Portal at [app.cap-rx.com/login](http://app.cap-rx.com/login) to learn more and check prior authorization status(es).

### Managing your prescriptions with Capital Rx

You can contact Capital Rx 24/7 by calling **833-554-4733**, visiting [cap-rx.com](http://cap-rx.com), or using the Capital Rx mobile app. Get started with the mobile app in these five simple steps:

- ▶ Visit [app.cap-rx.com/register](http://app.cap-rx.com/register).
- ▶ Fill in your personal information and click **Validate**.
- ▶ Complete the credentials form and click **Create Account**.
- ▶ Check your email to find the verification code from Capital Rx.
- ▶ Enter the code to validate your email address.