



Generic Step Therapy

For certain high-cost prescription drugs, you may need to try two alternative, generic medications first before “stepping up” to a more costly treatment. Your pharmacist will let you know at the time of purchase if your prescription requires step therapy.

Dispense As Written Penalty

If you elect to fill a brand-name medication when a generic is available, you will pay your generic copay AND the cost difference between the brand-name and the generic medication. Generic drugs can save you money. They are chemically equivalent to brand-name medications, but they generally cost a fraction of the price.

Specialty Drug Formulary Prescriptions

Certain specialty drug formulary prescriptions — medications used to treat complex conditions like cancer, multiple sclerosis, and autoimmune disorders — must be filled with a drug on CVS/Caremark’s approved list. If you choose to fill your prescription with a drug on the “excluded” list, you will be required to pay the full cost of that drug. Please visit cityofdallasbenefits.org for a list of excluded drugs.

Customer Care

Visit www.caremark.com or call at (855) 465-0023.

DIABETES MANAGEMENT PROGRAM

You don’t have to manage diabetes alone.

Living with diabetes can be overwhelming, and it can be difficult knowing how to begin self-management. That’s why there’s Kannact! Kannact is a better way to manage diabetes and gives you the tools and support needed to be successful in your health journey. It’s an optional, no cost benefit for City of Dallas employees and their covered dependents enrolled in a City medical plan. Enroll today and get:

- **Free** diabetic testing supplies delivered right to your door when you need them
- A **wireless glucometer** that uploads your readings to a secure, private cloud
- A dedicated, **certified diabetes coach** to help you self-manage your diabetes
- A personalized action plan based on your lifestyle
- A mobile app that is customizable to your needs

Sign up is easy, confidential and takes less than five minutes to complete. Go to www.kannact.com/cityofdallas to get started.

Once you’ve enrolled, you’ll be assigned your dedicated certified diabetes coach to help support your health. Please note: If you have enrolled in Kannact previously, you do not need to re-enroll.

Questions? Contact Kannact at (855) 722-5513 or support@kannact.com.