

## What is the "Split Incentive" program?

Our innovative "Split Incentive" program offers employers and employees a creative and practical way to reduce the price and co-pays for prescription medications. Often, expensive drugs are available in many strengths. Dramatic savings occur when tablets equal to twice the dose are dispensed and one-half of the tablet is taken. Patients get the correct dose of medication, and both patients and employers save money. We provide tablet splitters, instructions, and you pay less!

## How can you begin using the "Split Incentive" program?

The "Split Incentive" program cannot be used for every prescription. Some tablets should not be broken, some medicines only come in capsule form and others may not be available in the dosage needed to participate. NEMOP Preferred pharmacists know when to use this program. We have been providing this service since 1995. We know it works, and when it should be utilized.

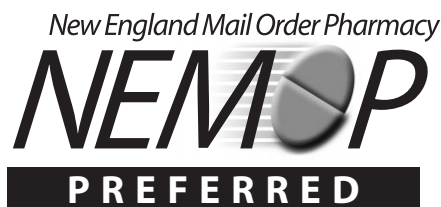
**Participation in the "Split Incentive" program is automatic. If there is some reason why this program is not right for you, please contact us.**



*We provide free splitters and instructions.*

## Welcome to New England Mail Order Pharmacy Preferred

We want the change to NEMOP Preferred to be easy. If you have questions, email, fax or call us. We do not use voice mail during business hours. Real people answer the phone 7 days a week!



P.O. BOX 69, MIDDLEBURY, VT 05753

LOCAL: 388-1684

TOLL-FREE: 888-778-8667

WEB: [www.vmop.com](http://www.vmop.com)

EMAIL: [mail@vmop.com](mailto:mail@vmop.com)

FAX: 802-388-1688

**Monday – Friday: 8 am – 6 pm  
Saturday: 8 am – 5 pm  
Sunday: 9 am – 2 pm**

After hours use our website,  
send an email, fax, or leave a message.

***Thank You!***

New England Mail Order Pharmacy



Your Mail Order Pharmacy Program  
in conjunction with Restat Retail Services

• **Personal Service  
At A Level Matched  
By No Other!**

• **Helping To Lower  
Medication Costs To You  
and Your Employer**

• **Offering Our Exclusive  
Cost Saving  
"Split Incentive Program"**

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## Benefits of Using New England Mail Order Pharmacy Preferred:

- **Reduced co-pays** (depending on your plan design) for you and your eligible family members
- Up to a **90-day supply** of medication
- **Prescriptions delivered to you in days not weeks!**
- Prescriptions mailed directly to you and eligible family members at the location(s) of your choosing.
- **NEMOP Preferred is open 7 days a week.**
- Pharmacists are always on site and available.
- Direct access to our staff. We have no switchboard – only human beings.
- **After hours direct refill service**
- **Toll-free direct access**

### When do I use NEMOP Preferred, and when do I use my local pharmacy?

NEMOP Preferred is an easy, convenient and cost effective way to obtain all your maintenance medications. A maintenance medication is one that is taken on a consistent basis, often every day (i.e. drugs for blood pressure, diabetes, cholesterol, heart conditions, asthma, birth control, arthritis, etc.) Your Prescription Card should be used at your local pharmacy when there is a need for an acute medication (i.e. antibiotics, eardrops, etc.)

### How do I begin using NEMOP Preferred?

Simply complete a patient information form. You may complete the paper form, and send it to us in the postage paid envelope, fax the form to 802-388-1688 or visit our website: [www.vmop.com](http://www.vmop.com) and fill out the electronic version.

### Do I need to get all new prescriptions from my doctor and send them in?

No! Just fill in the prescription transfer request on the back of the patient information form. We will call your current pharmacy and transfer the balance of your prescription for you. You may:

- Complete the paper form and send it to us in the postage paid envelope
- Fax it to us @ 802-388-1688, or
- Go to our website [www.vmop.com](http://www.vmop.com)

### How will I receive my medication from NEMOP Preferred?

All prescription orders are typically filled within 24 hours and will be mailed via first class mail. Medications requiring special handling will be sent using express services.

### Can my doctor phone prescriptions to NEMOP Preferred?

Physicians may call toll free 888-778-VMOP (8667). New England Mail Order Pharmacy Preferred is open 7 days a week.

### How can I get my refills?

There are 4 easy ways to get your refills. If you have had the prescription previously filled by NEMOP Preferred, you may enter a refill request at [www.vmop.com](http://www.vmop.com), email, fax, or phone a refill request anytime.

IF THE PRESCRIPTION WAS NOT ORIGINALLY FILLED BY NEMOP PREFERRED PLEASE FOLLOW THE TRANSFER INSTRUCTIONS

### What are generic drugs?

Generic drugs are the non-brand version. These drugs are less expensive but must meet the same standards of safety and effectiveness as the Brand. The Federal Food & Drug Administration (FDA) set equal standards for all your medicines. According to law we must dispense generic drugs whenever they are available.

### Can I get a brand drug when a generic version is available?

State pharmacy law compels all pharmacies to dispense generic drugs unless the physician writes on your prescription "Brand Necessary" or "Dispense as Written".

**The doctor also must provide a written statement offering compelling reasons for dispensing the brand.**

### What's a preferred drug?

Your employer has established a formulary of preferred brands. The formulary will be routinely updated to reflect changes in the pharmaceutical industry. You may view this list at [www.restat.com](http://www.restat.com). If your prescription is for a formulary brand, you may pay the preferred brand co-pay depending on your plan design. You will be charged the non-preferred brand co-pay if:

- Your brand is not on the formulary list
- Your physician insists on dispensing a brand when a generic drug is available.

