

FREQUENTLY ASKED QUESTIONS



WHAT IS THE PHARMACY ADVOCATE PROGRAM?

Tria Health's pharmacists act as your personal medication experts and work with you and your doctor(s) to improve health outcomes through appropriate medication use.



WHO QUALIFIES?

Plan members (including dependents) taking multiple medications with a chronic condition:

- Diabetes
- High Cholesterol
- High Blood Pressure
- Asthma/COPD
- Specialty Medications
- Osteoporosis
- Heart Disease
- Chronic Pain
- Mental Health



DOES MY PHYSICIAN KNOW ABOUT TRIA HEALTH?

Tria Health's pharmacist will inform the member's physician about Tria Health and our services. All necessary information and recommendations are provided to the members' physician as part of our coordination of care.



BY PARTICIPATING IN TRIA HEALTH, AM I REQUIRED TO CHANGE MY MEDICATIONS OR PHARMACY?

After speaking with your pharmacist, Tria Health may provide recommendations to you AND your doctor(s) to improve the outcomes you receive from your medications and/or lower your out of pocket cost. Any changes are left up to you and your doctor for approval.



HOW OFTEN DO I SPEAK WITH MY TRIA HEALTH PHARMACIST?

Pharmacists will keep in touch 2-3 times per year depending on each member's personal care plan that is discussed during the initial encounter. However, Tria Health members have unlimited access to the Help Desk where they can speak with a pharmacist if any medication issues arise.



HOW DO I GET STARTED WITH TRIA HEALTH?

Members can complete the online enrollment form at any time at www.triahealth.com/enroll. In addition, you may call Tria Health at 1.888.799.TRIA (8742) for assistance in completing your enrollment form.



Questions?

Call 1.888.799.8742 or visit www.triahealth.com