



## **Frequently Asked Questions Prescription (Rx) Extension Request Form**

### **What is an Extension of Rx coverage?**

To request to have a prescription filled for more than a 30 day supply, an Rx Extension Request Form needs to be completed.

### **Who is eligible for the Extension of Rx coverage?**

Extensions can be requested by a student traveling *outside* of the United States for more than a 30 day period.

### **What information is needed to process an Rx Extension?**

Students must fill out an Rx Extension Request Form and include a copy of their travel itinerary or acceptable travel information. Examples of accepted travel information are plane tickets, confirmations from online travel purchases and visas.

### **How do request an Rx Extension?**

To request an Rx Extension, students may visit our website and download an Rx Extension Request Form at [www.gallagherkoster.com](http://www.gallagherkoster.com) or call customer service at 877-362-5287 to have the Rx Extension Request Form emailed, faxed or mailed to them.

### **How many months of prescriptions may be requested?**

Prescriptions may be filled up to 12 months or the termination date of their policy, provided they are outside of the United States. If additional months of prescriptions are needed beyond the termination date of the plan, Gallagher Koster will need to confirm and process a student's eligibility before processing the override request. If eligibility can not be confirmed and updated, a student will need to pay out of pocket for the prescriptions and mail in the receipt to the claims company for reimbursement.

### **How long does it take to process an Rx Extension Request?**

Allow up to 2 business days to process the extension request.

### **When can a prescription extension be filled?**

An Rx Extension Request that has been approved can only be filled within 2 weeks of a student's departure date, no exceptions.

### **How and when is the student notified that the Rx Extension Request has been processed?**

When an Rx Extension Request is received, an email response is sent out, confirming the appropriate information has been received. Once the request is approved, the student will receive a call back stating they are all able to go to the pharmacy, and to pickup the prescription within the next 48 hours. Prescriptions not picked up within the 48 hour timeframe will have to be reprocessed.

### **Are there exclusions that may apply?**

There are no additional exclusions as a result of requesting an Rx Extension, but certain prescriptions are not covered under the plan. For example, most topical creams, hair growth supplements, and steroids are excluded. Please refer to the exclusions listed in the brochure for questions regarding prescription policy coverage.