



# FAQ

## KATY ISD

Effective January 1, 2026

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### WHAT IS RXTRA ADVANTAGE PBM?

H-E-B RxTRA Advantage powered by MedImpact is the school district's new Pharmacy Benefit Manager (PBM) as of **January 1, 2026**.

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### HOW WILL THIS CHANGE IMPACT ME?

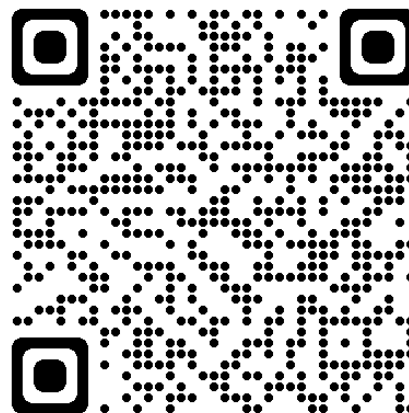
Beginning **January 1, 2026**, you and your covered dependents will fill your prescriptions at an H-E-B Pharmacy for your prescriptions to be covered. There are more than 300+ H-E-B Pharmacy locations in Texas.

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### HOW DO I TRANSFER MY PRESCRIPTIONS TO H-E-B PHARMACY?

Call your local H-E-B Pharmacy and let them know you want to transfer your prescriptions from your current pharmacy and provide them with the medication information on the medicine bottle. Or you can take your medication bottles to H-E-B Pharmacy, and they will take care of the rest for you. You can also transfer prescriptions conveniently through the H-E-B Pharmacy app, making the process quick and easy from your phone.

Scan This QR Code to initiate your prescription Transfer



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### WHEN WILL I GET MY PRESCRIPTION ID CARD?

Prescription ID cards, issued by the medical provider AETNA, will be mailed to your home address in December and will include both Medical and Prescription coverage. If you need to fill a prescription on or after January 1, 2026, and have not yet received your ID card, you can still access your benefits. Simply bring your prescription to any H-E-B Pharmacy and inform them that you are a Katy ISD employee, they will be able to retrieve your insurance information and process the prescription accordingly. You can also login to your AETNA Navigator to print out your ID card at <https://www.aetna.com/index.html>.

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## **MY FULL-TIME STUDENT LIVES OUT OF STATE, HOW WILL THEY GET THEIR PRESCRIPTIONS?**

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If you have a dependent living out of state, have them present their prescriptions and Prescription ID card at one of the nearly 60,000 pharmacies in the RxTRA Advantage Wrap network pharmacies. To find a pharmacy near you and get driving directions, sign into [www.rxtraadvantage.com](http://www.rxtraadvantage.com) and use the online Pharmacy Search tool or call H-E-B at **1-877-432-6315** for assistance. Beginning **January 1, 2026** you will use your AETNA ID number as your Member Number to create your account on the [www.rxtraadvantage.com](http://www.rxtraadvantage.com) portal.

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## **I HAD A PRIOR AUTHORIZATION IN PLACE FOR MY MEDICATION. DO I NEED TO GET A NEW AUTHORIZATION AFTER NOVEMBER 1ST?**

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The Prior Authorization history will be loaded into our system, so if you have a Prior Authorization in place, it will be in our system as well. If it is a first-time fill of a medication that requires a PA or your authorization expired, you will need to go through the authorization process.

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## **MY MEDICATION IS NOT ON THE NEW FORMULARY OR IT IS NOT COVERED ON THE NEW FORMULARY. WHAT DO I DO?**

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Employees who have had a change in formulary status will receive a letter in the mail within the first 60 days letting you know that your medication copay will change or advise you that your medication is not covered under the new formulary. You will have to work with your physician to get a new prescription for a formulary medication.

If you have not selected a formulary medication after 90 days, your copay will be higher, or the medication will not be covered.

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## **I AM ON SPECIALTY MEDICATION. HOW WILL I GET MY REFILL?**

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Our H-E-B Specialty Pharmacy will assist you in transferring your specialty medications. Employees who are taking specialty medications will be contacted by our specialty pharmacy to facilitate the January refills. You may contact our Specialty Pharmacy directly at **1-877-432-9355** if you need further information.

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## **I AM USING MAIL ORDER TO FILL MY 90-DAY PRESCRIPTIONS. HOW WILL I FILL MY 3-MONTH SUPPLY WITH H-E-B?**

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H-E-B Pharmacy is currently accepting prescription transfers, you can begin moving your 90-day prescriptions now to avoid delays.

Starting **January 1, 2026**, all 90-day supply prescriptions must be filled at an H-E-B Pharmacy.

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## **WHAT IF I GET SICK WHILE I AM ON VACATION AND NEED TO FILL A PRESCRIPTION?**

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If you are ill and need to fill a prescription while on vacation, you may use one of the nearly 60,000 pharmacies in the RxTRA Advantage Wrap network pharmacies. To find a pharmacy near you and get driving directions, sign into [www.rxtraadvantage.com](http://www.rxtraadvantage.com) and use the online Pharmacy Search tool or call H-E-B at **1-877-432-6315** for assistance. Beginning **January 1, 2026** you will use your AETNA ID number as your Member Number to create your account on the [www.rxtraadvantage.com](http://www.rxtraadvantage.com) portal.

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## **I JUST LEFT THE EMERGENCY ROOM AND HAVE TO FILL A PRESCRIPTION BUT H-E-B PHARMACY IS CLOSED. WHAT CAN I DO?**

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If you had an emergency and need to fill a prescription outside of the H-E-B Pharmacy operating hours, you may use a 24-Hour pharmacy to fill your prescription. Subsequent refills of that medication will not be allowed at those pharmacies; you can call H-E-B pharmacy and request to transfer the prescription at **1-877-432-6315**.

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## **MY MEDICATION IS EXPERIENCING A SHORTAGE ISSUE AT H-E-B. WHAT CAN I DO?**

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H-E-B actively monitors medication availability, including those affected by national shortages. If your medication is experiencing a confirmed shortage or limited availability, you may contact RxTRA Advantage powered by MedImpact at **1-877-432-6315**. Once verified by MedImpact's Drug Team, a one-time override will be entered to allow your prescription to be filled. For any subsequent fills during an ongoing shortage, please call again to request an additional override.

You can fill your prescription at one of nearly 60,000 pharmacies within the RxTRA Advantage Wrap network. To locate a nearby pharmacy and get directions, sign in at [www.rxtraadvantage.com](http://www.rxtraadvantage.com) and use the Pharmacy Search tool or call H-E-B at **1-877-432-6315** for assistance. Beginning **January 1, 2026** you will use your AETNA ID number as your Member Number to create your account on the [www.rxtraadvantage.com](http://www.rxtraadvantage.com) portal.