

Addendum 2 - Questions & Answers
Request for Proposals RFP No. 24/10067L
Pharmacy Benefit Management Services

Issue Date: November 29, 2023

This Addendum addresses Question #3 which was not answered in Addendum No.1.

Question 3: Please provide monthly volume of calls handled by the call center.

Answer 3: The current PBM, MagellanRx, does not collect specific Call Center stats for the College. MagellanRx collects only on a book of business basis. Also, there is currently no dedicated phone line as the global 800 number is utilized for MagellanRx.