



Who is RxBenefits?

As your Pharmacy Benefits Optimizer, RxBenefits brings you greater discounts, better access, and improved member services.

RxBenefits® Member Services

Our Member Services representatives are equipped to help you, your physician, and your pharmacy with questions such as:

“Is my pharmacy in the network?”

“Is my drug covered?”

“How do I start using Mail Order for my medications?”

“How do I get a Prior Authorization?”

“Can you assist me with general benefit questions?”

No matter what the issue or need, members can always expect RxBenefits to:

- **Act with urgency**
- **Remain responsive to change**
- **Follow all issues to Resolution**

Contact the RxBenefits Member Services Team at **800.334.8134** or **CustomerCare@rxbenefits.com**

The Member Services team may be limited in their ability to answer very detailed questions until your plan design is finalized, but you can contact them for general questions from **7:00 am to 8:00 PM CST, Monday – Friday**.

On weekends, after hours, and on holidays, members are given the option to speak with a PBM representative or leave a message for the RxBenefits Member Services Team to return their call.



General Pharmacy FAQ

Who is RxBenefits?

RxBenefits is a pharmacy benefits optimizer which means we have teams of full-time certified pharmacists ensuring you and your family are getting the right drugs at the best prices. Additionally, our professional member services representatives are available to support you should any questions or issues arise to ensure you get the maximum value from your pharmacy benefits.

What is a PBM or Pharmacy Benefit Manager?

PBMs, or Pharmacy Benefit Managers, are companies that deliver prescription benefits. Their services include backend pharmacy claims processing, building pharmacy networks, and more. For maximum convenience, utilizing a national PBM allows members to access the largest pharmacy networks and claims processing systems. RxBenefits has relationships with the 3 largest national PBMs, CVS/Caremark, Express Scripts, and OptumRx. Depending upon your employer's plan and goals, they have selected one of the three for your plan.

How Do I know which PBM my plan has selected?

Your new member welcome materials and launch kits will include details on all of your pharmacy benefits – including which PBM your employer has selected as your backend claims manager.

How do I use my prescription benefits?

Simply present your prescription benefit ID card and prescription at the in-network retail pharmacy of your choice. The pharmacist will use your prescription and member information to determine if the medication is covered by your plan, and if so, your co-payment or co-insurance. For more information about your pharmacy benefits, refer to your policy and Prescription Benefit Coverage. You can also find covered pharmacies, order refills, check status, find a pharmacy, and more in your PBM's online member portal.

Where can I go to get more information on my pharmacy benefits?

Your Member Launch kit includes your Prescription Benefit Coverage. In it, you will find details related to your current plan design, pharmacy network, and program details. You can also find covered pharmacies, order refills, check status, find a pharmacy, and more in your online member portal. If you have any issues or additional questions, contact the RxBenefits' Member Services team.

What questions can RxBenefits' Member Services Team answer?

RxBenefits' Member Services Team consists of specialized representatives dedicated to supporting you prior to your plan's effective date. While our team may be limited in their ability to answer very detailed questions until your plan design is finalized, you can contact them for general questions at **800.334.8134** or email CustomerCare@rxbenefits.com.



Member Services Quick Reference Card

Member Services for Member Support

RxBenefits' experienced, high-performing call center team delivers a superior level of service.

Availability

Member Services assists you with questions or concerns regarding your pharmacy benefits such as:

- Benefit Details
- Claims Status
- Pharmacy Network
- Coverage Determination/Inquiries
- Mail and Specialty Scripts
- Pharmacy Information

Key Details on Common Issues

Pharmacy Benefits & Coverage Inquiries

As plan members, you and your dependents can call for questions related to:

- Coverage Questions
- Clinical Programs
- Copay
- Deductible Issues

Paper Claims

Submit prescription receipts along with your specific PBM's claim form to be processed for direct reimbursement. Claims should be mailed to the address listed on your ID card or fax them to RxBenefits at 205.449.5225.

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