Member & Client Services Quick Reference Card

Member Services for Member Support

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

Availability

Member Services assists members with questions or concerns regarding their pharmacy benefits like:

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

800.334.8134 or
RxHelp@rxbenefits.com
7:00 AM to 8:00 PM CST
Monday – Friday

Key Details on Common Issues

Pharmacy Benefits & Coverage Inquiries

Direct employees and dependents to call for questions related to:

- Coverage Questions
- Clinical Programs
- Copay
- Deductible Issues

Paper Claims

Members can submit prescription receipts along with the PBM Partners' (CVS, ESI, or Optum) claim form to be processed for direct reimbursement. Claims should be mailed to the address listed on the member's ID card or fax them to RxBenefits at 205.449.5225.

Client Services for HR Support

This specialized team supports the daily needs of the HR department as they work as an extension of RxBenefits' Account Management team.

Availability

Contact with questions or concerns regarding:

- Eligibility Verification
- Claims Status
- Verification of benefits
- Coverage Determination/Inquiries
- Plan Authorized Overrides
- Pharmacy Information

866.769.5987 or
ClientServices@rxbenefits.com
7:00 AM to 6:00 PM CST
Monday – Friday

Key Details on Common Issues

Urgent Eligibility Concerns

Place "URGENT" and the company's name in the subject line and include the member's:

- Member Name
- Date of Birth
- SS#
- Address
- Gender
- Group/Plan Assignment
- Client ID if combined ID card

Plan Authorized Overrides

If there are special circumstances that require approval outside the plan's designed benefits, requests must be submitted in writing to ClientServices@RxBenefits.com.

- Member Name
- ID
- Date of Birth
- Drug Name and Strength
- Effective Date of PA & length (6 months, 1 year, etc.)

Verify Eligibility & Updates

- Email your requests. Most requests are addressed within 12 hours of receipt or less.
- It is highly recommended that all edits be performed by RxBenefits.com.

Client Services Best Practices

- Add client name in the subject line.
- Ensure all needed items are in the email (see Eligibility and PA)
- Summarize the client's intent if it is a research issue.
- Attach screen shots to explain intent when applicable.
- Add notes in the case if you are asking for an update or if you have more information.
- Include pharmacy name and number if available