



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.