RxBenefits® | FAQ

Pharmacy Benefits Frequently Asked Questions

Common Questions Regarding Prescription Processing

The following are some common questions employees may have about their pharmacy coverage. We have provided context as well as action steps you can take to address their concerns. If you need further assistance, please contact your account representative.

"I'm not in the system."

Action: Check with the medical provider, is the employee currently active?

- **No:** Verify eligibility and activate employee at the medical vendor.
- **Yes:** Reach out to RxBenefits Member Services via phone at 1-800-334-8134 or via email at CustomerCare@RxBenefits.com.

"My prescription has been denied."

Action: Reach out to RxBenefits Member Services via phone at 1-800-334-8134 or via email at CustomerCare@RxBenefits.com.

"Is my medication covered?" or "How do I get a copy of the formulary?"

Action: Advise employee they may sign up for the My RxBenefits portal to check drug coverage at: https://member.rxbenefits.com.

"Who do I call for PA status?" *(applies to FDA-approved medications)*

Action: Reach out to RxBenefits Member Services via phone at 1-800-334-8134 or via email at CustomerCare@RxBenefits.com. Members may also check PA status on the RxBenefits Member Portal after registering.

"Where does my doctor submit a PA?"

Action: The quickest way for a physician to submit a PA request is by using the web portal: https://rxb.promptpa.com/. A physician may also fax or email the prior authorization request form which includes the fax number and email address. All this information is available on our main website: https://www.rxbenefits.com/prior-authorization-form/.

We are here to help

- **Chat:** With a live agent via the RxBenefits Member Portal at Member.RxBenefits.com, Monday-Friday, 9:00 a.m. to 6:00 p.m. CT
- **Email:** CustomerCare@RxBenefits.com, Monday-Friday, 7:00 a.m. to 8:00 p.m. CT
- **Call:** RxBenefits Member Services at 1-800-334-8134, Monday-Friday, 7:00 a.m. to 8:00 p.m. CT



Employees can access their pharmacy benefits information 24/7 from any device by registering on the MyRxBenefits Member Portal at **Member.RxBenefits.com**.

Once registered, they can view and download their ID card, set up their communication preferences, access up to 18 months of claims history, chat with a live agent, and so much more.

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