

Welcome to RxBenefits!

What's new in 2020?

Congratulations! Your employer has elected to utilize RxBenefits' comprehensive pharmacy solution, which is unlike any other in the market. The RxBenefits model provides an effective, complete pharmacy benefit management solution. Our goal is to provide you with extremely competitive discounts and industry-leading support – *service as it was meant to be*. **RxBenefits** is your pharmacy benefit administrator (PBA), utilizing the PBM partner, Express Scripts.

Your new pharmacy plan will be effective January 1, 2020. Your pharmacy benefits will transition from your current benefits to your new plan easily. You will be receiving a member benefit package that includes your new pharmacy ID card and details about your 2020 benefits.

Member Services

As part of your enhanced pharmacy benefits experience, you will have access to our RxBenefits' in-house Member Services Team, available to assist you with questions such as:



Member Services can assist you with every aspect of your pharmacy benefit plan, from answering coverage questions and ordering ID cards to resolve complex issues. Unlike an automated call center, our service line is staffed by "live" knowledgeable representatives, averaging more than eight years of experience.

Member satisfaction is not simply something you measure; it is something you deliver. 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

Our goal is to understand your needs and to deliver honest relevant information, ensuring you can fully understand your options.

Contact Us

Questions? Contact RxBenefits Member Services at [1.800.334.8134](tel:1.800.334.8134) or RxHelp@rxbenefits.com

Member services team members are available from 7:00 am to 8:00 PM CST, Monday – Friday. During weekend and after hours/holidays, members are given the option to speak with a PBM representative, or leave a message for us to return their call.



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