



DID YOU KNOW? *RxBenefits & Accredo Resources*

RxBenefits FAQ

How do I learn more about my prescription benefits?

Details of your specific benefits plan, including drug coverage, can be found in your Prescription Benefit Coverage (PBC). The PBC is a snapshot of your health plan's copays, benefits, covered healthcare services, and other features that are important to you and your family in easy-to-understand terms.

If you have any questions or issues, please call RxBenefits' Member Services Team at **800.334.8134**.

What is a prior authorization?

Certain prescription drugs may require a **"prior authorization"** before you can fill the prescription. Some drugs require prior authorization because they may not be a good fit for every patient.

Prior authorization ensures your safety and helps limit your out of pocket costs. When a medication requires prior authorization, your healthcare provider will need to send documentation to an independent pharmacy reviewer who will review the documentation to ensure the medication is a good fit for you and your benefit coverage. If you use home delivery, it is important that your prescriber obtain prior authorization before you can fill your prescription.

We never want you to go without an appropriate medication to treat your condition. If you are having trouble getting a medication filled because it requires prior authorization, please call the Member Services number on the back of your ID card. RxBenefits will do everything they can to assist you and your healthcare provider in getting the prior authorization processed promptly.

Who do I contact with questions about my specific plan and/or medications?

Your RxBenefits Member Services Team is available to answer any questions you may have.

Benefits' Member Services can assist you with:

- Benefit details and claims status
- Coverage and pharmacy questions
- Mail and specialty scripts
- Copay and deductible issues

You can reach them Monday – Friday from 8 am to 9 pm EST by calling **800.334.8134** or emailing **CustomerCare@rxbenefits.com**.

Don't forget!

The Benefits MAC is also available to assist you with benefits questions. Call **800.563.9929**, email **cssteam@connerstrong.com**, or submit a request at **www.connerstrong.com/memberadvocacy**.



Accredo FAQ

What are Specialty Medications?

Specialty medications are high-cost drugs that are often injected or infused and require special storage and monitoring. **Certain medications are not covered through RxBenefits and are considered specialty medications.** These medications must be obtained through Accredo specialty pharmacy by calling Accredo at **1.800.803.2523**. Some exceptions apply.

Specialty medications are limited to a 30-day supply. These medications largely fall into the formulary brand category but could also fall into the biosimilar or generic specialty drug category. These medications are subject to the appropriate copay /co-insurance.

Accredo Specialty Pharmacy also offers pharmaceutical care management services designed to provide you with assistance throughout your treatment.

How do I start using Accredo?

For patients with specialty medications, your physician can send any specialty prescription directly to Accredo, or you can contact Accredo at **1.800.803.2523**, and they will work with your doctor on the rest. Once received, Accredo will call you to begin the process of scheduling your order.

How do I refill my prescriptions?

After you've received your first order from Accredo there are several ways you can order subsequent refills. You can call the number on your prescription label or at **1.800.803.2523**. Many medications can also be refilled safely online once registered at [Accredo.com](https://www.accredo.com) or via the mobile app.

When it's time to reorder, you'll receive a communication (phone call or text) to schedule shipment, so you'll never have to worry about running out of your medication.

How long will it take to receive my specialty medications?

Accredo's turnaround time is based on the need-by date that we establish with you or your physician. In many cases, the turnaround time for new prescription referrals is 5 to 7 calendar days. This allows 2 to 3 days for a patient care advocate to work with you to coordinate shipment and delivery. Typically, the turnaround time for refills is 24 to 48 hours.

Accredo Mobile App

The mobile app isn't just for ordering refills and checking their status on the go — it can also help you manage your health.

Dose Reminders:

In today's busy world, remembering to take medications isn't always easy. Use the app to set reminder notifications so you won't miss a dose.

Health Trackers:

Managing a complex health condition means some days are better than others. The health tracker allows you to record how you feel each day, in order to help you monitor side effects — the app also makes it easy to share this information with your doctor.

Get started in three easy steps:

- Go to the App Store or Google Play and search "Accredo" to download the app.
- Be sure to have your Accredo prescription number ready – if you already have an [accredo.com](https://www.accredo.com) account, you will use the same username and password.
- Log in to the app and begin managing your specialty medications on the go!