RxBenefits®

Exploring RxBenefits!

2025 University of The Incarnate Word

Agenda

- Who is RxBenefits
- How Can We Help
- Helpful Resources
- Pharmacy ID Card
- Plan Coverage Details
- Specialty Medications Overview
- Manufacturers Assistance Program Overview
- Prior Authorizations
- My RxBenefits Portal
- FAQ

Welcome to the RxBenefits Family!

Your employer has choose to continue using **Express Scripts** and **RxBenefits** to administer and service your pharmacy benefits coverage for the upcoming plan year.

Function	RxBenefits
Role	We are your Pharmacy Benefits Optimizer. We have partnered with Express Scripts (ESI) to bring you greater discounts, better access, and improved member services.
Services	Our Member Services Representatives have access to the same system utilized by Express Scripts (ESI).

Your benefits are still being provided by Express Scripts, but **RxBenefits** administers the services for a more personal approach. You should contact **RxBenefits** at **800.334.8134** with any pharmacy-related questions.

How Can We Help?

You have access to our **Member Services Team**, available Monday through Friday, 7:00 a.m. – 8:00 p.m. Central, at **800.334.8134**. Our knowledgeable representatives can assist you with pharmacy-related questions such as:

Helpful Resources

Effective 06/01/2025, your pharmacy coverage will begin or remain with Express Scripts, administered by RxBenefits

As part of your pharmacy benefits plan, you will receive:

- Friendly, high-touch service from RxBenefits' professional Member Services Team
- Commitment to issue resolution

Access to My RxBenefits

- View pharmacy benefits coverage
- Download and email ID cards
- View 18 months of pharmacy claims (including claims for eligible dependents)
- Establish and manage communications preferences
- Access to online PA status

Access to Express-Scripts.com

- Review medication tiers, drug pricing, local pharmacies, plan details, and ways to maximize benefits
- New Members will need to make an account

For Questions or Concerns

Members can contact
RxBenefits Member Services

800.334.8134
Monday through Friday
7:00 a.m. – 8:00 p.m. Central

customercare@rxbenefits.com

There are more than **63,000 pharmacies** in the Express Scripts network, including most national chains and many independent stores

Pharmacy ID Card & Access

- Your ID cards are available to download on the RxB App at anytime!
- Please make sure you show this ID card to your pharmacy on or after 06/01/2025 if you are new to the plan.
- **RxBenefits Member Services'** can assist with getting a new card mailed to you as well.

Specialty Medications

Specialty medications include prescribed drugs that:

- Are generally high in cost, complexity, or touch
- Treat complex, chronic conditions such as cancer, rheumatoid arthritis, and multiple sclerosis
- Require frequent dosing adjustments or intensive clinical monitoring
- Limited distribution
- Require **Special** handling

Specialty medications are covered when purchased though Express Scripts' Specialty Pharmacy, known as Accredo

- Accredo can be contacted at **800.922.8279**. Members can also contact the RxBenefits Member Services team for assistance at **800.334.8134**

accredo®

Disclaimer: Medications that require prior authorization must have approved prior authorization on file with Accredo before ordering medication.

Manufacturers Assistance Program

- Enrolled members pay $0.00 for targeted medications.
- Members who do not enroll will pay a 30% coinsurance for targeted medications.
- Plan specific specialty cost share applies to specialty medications not targeted by SaveOnSP (SOSP).
- Prescriptions filled through SOSP DO NOT accumulate towards the member deductible or maximum out of pocket.

PAY $0 FOR SELECT SPECIALTY MEDICATIONS

Participate in the SaveOnSP program

Specialty medications can cost a lot of money. That's why your plan offers a program called SaveOnSP, to lower your out-of-pocket costs to $0.

Participate in SaveOnSP and save.

Over 300 specialty medications are eligible for the SaveOnSP program.[1] If you're filling an eligible medication, a representative from SaveOnSP will contact you to discuss the program.

You'll pay $0 for your medication when you participate in SaveOnSP. If you choose not to participate, you'll pay a higher cost share when you fill your medication.

Conditions covered by SaveOnSP include, but are not limited to:

- Hepatitis C
- Multiple Sclerosis
- Psoriasis
- Inflammatory Bowel Disease
- Rheumatoid Arthritis
- Cancer

Here's an example of how it works.[2]

John's taking a specialty medication that's eligible for the SaveOnSP program. His copay is currently $70. His new cost share will be $1,150.

- **When he participates in SaveOnSP, he won't pay anything ($0) out-of-pocket.** He will work with SaveOnSP to enroll with the applicable manufacturer copay assistance program.
- **If he decides not to participate in SaveOnSP, he'll pay his full cost share of $1,150 out-of-pocket.**

In both of these examples, John's cost share wouldn't count toward his deductible or out-of-pocket maximum.

Prior Authorizations – Making sure your Medicine is Right for You

When your doctor prescribes certain medications, your pharmacist may tell you it requires PA. That means we need information to make sure the medication will work well for your condition, and that it's covered by your pharmacy benefit. Your doctor has access to the required information to complete the PA.

If your medication requires a PA, the pharmacist will see a message in their system at the point of sale.

PA REQ MD-RXB.PROMPTPA.COM or CALL 888-608-8851

Start the PA Process

Your doctor's office will need to initiate a medication PA review.

The pharmacy may contact your doctor to deliver the claim's PA messaging, or you can contact your RxBenefits' Member Services Team to request an outreach.

Typical reviews take 24-72 hours, depending on the information sent and responsiveness of the physician's office

PAs are managed by the RxBenefits PA Review Team. Here is how to submit a PA:

Method 1

Utilize the online portal at RxB.PromptPA.com

Initiate a review, complete the drug-specific question set and submit chart notes electronically, and check the coverage determination within the portal.

Method 2

Utilize the attached PA form and fax to 888.610.1180 or email to PASupport@RxBenefits.com

For most PAs, the standard turnaround time is 1 - 3 business days. If for some reason, you need an expedited review, please contact the PART team.

Prior Authorizations are designed to ensure that certain prescription drugs are used for appropriate medical purposes as approved by the FDA (Food and Drug Administration). This helps to make sure that your medications are safe, effective, and more affordable.

90-Day Supply: Home Delivery or Express Scripts Pharmacy

You can have a 90-day supply of prescription maintenance medication sent directly to your home or office by the Express Scripts Home Delivery. You also have the option to obtain a 90-day maintenance medication at your local Express Scripts Pharmacy.

Savings

- Lower copay for 90-day supply than three 30-day supply.

Convenience

- Delivered directly to you.
- Hassle-free switch: call RxB Member Services team to assist.
- One time sign-up.
- Automatic refill options.

Safety

- Reviewed by pharmacists to ensure order is accurate. Medications arrive in private, tamper-resistant and temperature-controlled packaging.
- Promotes better health and adherence.

Your doctor can CALL the Express Scripts Home Delivery at

1-877-834-4441

to submit your 90-day prescription or FAX it to

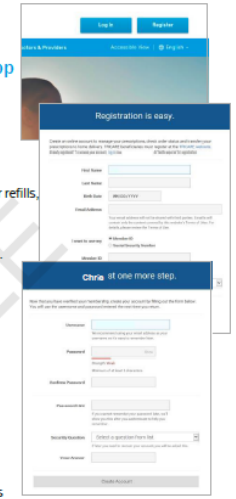
1-800-837-0959

EXPRESS SCRIPTS® + RxBenefits®

Registering with Express Scripts

Online access to savings and convenience

Manage your medicines anywhere, any time with express-scripts.com and the Express Scripts® mobile app



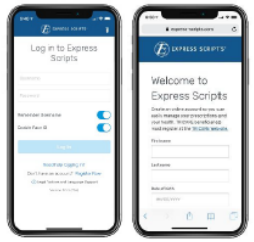
Register now so you can experience:

- **More savings.**
  Compare prices of medicines at multiple pharmacies. Get free standard shipping[1] from the Express Scripts Pharmacy℠.
- **More convenience.**
  Get up to 90-day supplies of your long-term medicine sent to your home. Order refills, check order status, and track shipments. Print forms and ID cards, if needed.
- **More confidence.**
  Talk with a pharmacist from the privacy of your home any time, from anywhere. Find the latest information on your medicine, including possible side effects and interactions.
- **More flexibility.**
  Download the Express Scripts mobile app to manage your medicines, find nearby pharmacies and get directions, and use your virtual ID card while on the go.

Get Started Today!

Registering is safe and simple. Your information is secure and confidential. Please have your member ID number or SSN available.

- Go to express-scripts.com and select **Register**, or download the **Express Scripts mobile app** for free from your mobile device's app store and select **Register**.
- Complete the information requested, including personal information and member ID number or Social Security number (SSN). Create your username and password, along with security information in case you ever forget your password.
- Click **Register now** and you're registered.
- To set preferences,[2] select **Communication Preferences** from the menu under **Account**, then scroll to **Communication and Viewing Preferences**. Click **Edit preferences**. Preferences can only be selected via the member website.



Members who have **touch or facial ID authentication** on their mobile devices can enable it to log in to their Express Scripts account on the mobile app, if desired.

[1] Standard shipping costs are included as part of your prescription plan benefit.

[2] Preferences include the option to share your prescription information with other adult members of your household (aged 18+) covered under your prescription drug plan.

- All covered adults (aged 18+) in the household need to register separately.
- When you grant permission to share your prescription information with other registered household members, they can view your information, place orders on your behalf and more.

The Express Scripts mobile app is available for iPhone®, iPad®, and Android™ mobile devices.

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SAMPLE

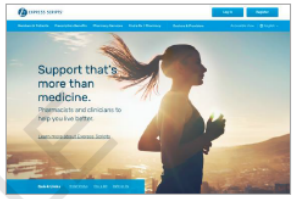
EXPRESS SCRIPTS® + RxBenefits®

Getting Started with Home Delivery from the Express Scripts Pharmacy℠

Online access to savings and convenience

Whether you are viewing the member website or using the Express Scripts® mobile app,[1] you can easily manage your home delivery prescriptions:

- Check order status
- Refill and renew prescriptions
- Check prices and coverage
- Find convenient pharmacies
- View your Rx claims and balances
- Pay your balance using a variety of payment options
- View our therapeutic resource centers for information
- And much more



To access the member website ...

Log in to **express-scripts.com** (Register if it is your first visit. Just have your member ID or SSN handy.)

If you have a NEW prescription ...

Get started by contacting your doctor to request a 90-day prescription that he or she can e-prescribe directly to Express Scripts

Or print a form by selecting "Forms & Cards" from the menu under "Benefits." Print a mail order form and follow the mailing instructions.

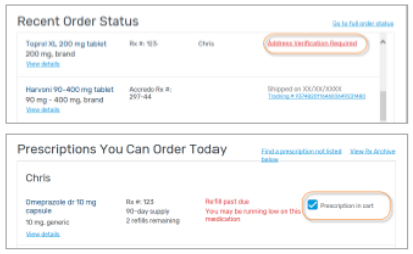
Or call us and we'll contact your doctor for you.

Please allow 10 to 14 days for your first prescription order to be shipped.

If you already have a prescription ...

Check Order Status online or using our app to view details and track shipping.

Transfer retail prescriptions to home delivery. Just click *Add to Cart* for eligible prescriptions and check out. We'll contact your provider on your behalf and take care of the rest. Check *Order Status* to track your order.



Refill and Renew Prescriptions for yourself and your family while online or while using our app. Just click *Add to Cart* for eligible prescriptions and check out. We'll contact your provider on your behalf, if renewals are included, and take care of the rest.

[1] You can search for "Express Scripts" in your app store and download it for free. Then register, if first visit, or log in.

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SAMPLE

Making Information Easily Accessible

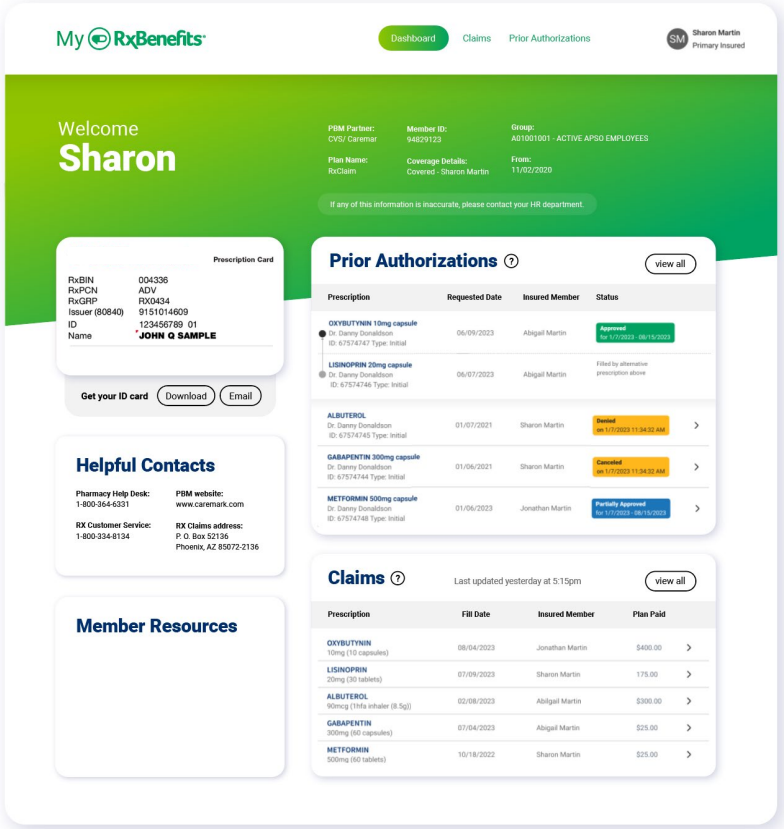
Quick, easy access to robust information related to your pharmacy benefits. Available anytime, anywhere from any device.

- Establish and manage communications preferences
- View, download and email ID cards for all covered members
- View 18 months of pharmacy claims (including claims for eligible dependents)
- View pharmacy benefits coverage information

Members can register at www.member.rxbenefits.com

Advanced Capabilities

My RxBenefits provides members online information about the status of their Prior Authorizations (PA), one of the top reasons they call into customer service



Access to **online PA status**, including explanations of determinations and the ability to view 18 months of prior authorization activity

Receive timely communication and personalized updates for **alternative medication therapies** related to anti-inflammatory and dermatological conditions

My RxBenefits can provide piece-of-mind and up-to-date information for members awaiting decisions on PAs

Frequently Asked Questions

Q: Are my drugs covered?

A: You can access a copy of the most current Preferred Drug List at www.Express-Scripts.com or by contacting RxBenefits Member Services at **800.334.8134**. Formularies change, so your medications may not be in the same tier level as last year, so please review the preferred drug list since it may provide lower cost alternatives for your medications. Also, discussing generics with your physician could save you money.

Q: If my coverage is with Express Scripts, why do I need to call RxBenefits?

A*:* Your benefits are being provided by Express Scripts, but RxBenefits administers the services for a more personal approach. You should contact RxBenefits for any pharmacy-related questions***.***

Q: What happens if my questions require contact with Express Scripts?

A*:* RxBenefits Member Services reps have access to the Express Scripts systems. If RxBenefits needs to contact Express Scripts to resolve an issue, they will stay on the line, explain the issue, and continue to monitor your problem until it is resolved.

For Questions or Concerns

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7:00 a.m. – 8:00 p.m. Central
customercare@rxbenefits.com

Questions

Contact Rx Benefits Member Services

- 800.334.8134
- customercare@rxbenefits.com

RxBenefits Member Services is available Monday through Friday, 7:00 a.m. – 8:00 p.m. Central.

On weekends, holidays, and after-hours, members are given the option to speak with an Express Scripts representative or leave a message for us to return their call.