Access your pharmacy benefits information 24/7/365 with My RxBenefits member portal
Member.RxBenefits.com

Your Prescription Drug Coverage in 2027

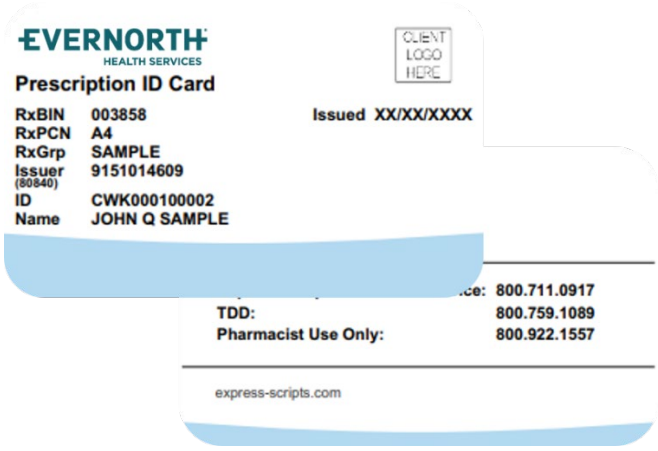
Welcome to the RxBenefits Family!

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

WHAT YOU NEED TO KNOW FOR 2027

Member ID Cards

Your new ID card will be delivered to your home address by Express Scripts prior to 1/1/2027. Please make sure you show this new ID card to your pharmacy on or before 1/1/2027. Your card includes important updated information your pharmacist needs to fill your prescription.
If you do NOT have a pharmacy ID card or need a replacement, call Members Services at 800.334.8134 or download one on the RxBenefits member portal at member.rxbenefits.com.



How Can We Help?

You have access to **RxBenefits Member Services Team**, available Monday through Friday, 8:00 a.m. – 9:00 p.m. Eastern, at **800.334.8130**. Our knowledgeable representatives can assist you with pharmacy-related questions such as:

- Is my drug covered? What will it cost?
- Is the pharmacy in the network?
- Are there lower cost alternatives?
- Can you assist me with benefits questions?
- Can you help transition my mail order scripts?

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HOME DELIVERY

Starting January 1, Express Scripts will be your plan's new home delivery pharmacy on maintenance medications.

- In the new year, call Express Scripts Home Delivery at **877.834.4441** to submit your 90-day prescription or FAX it to 800.837.0959. Call or visit express-scripts.com/rx to set up an account, provide payment information, and to order a refill.
- For your first fill, please allow extra time for delivery.

Specialty medications are covered when purchased through Express Scripts Specialty Pharmacy, known as Accredo Specialty Pharmacy.

- Ask your doctor to electronically send your prescription directly to Accredo. Once your prescription is ready, a patient care advocate will call you to build your profile and schedule your delivery.
- Accredo can be contacted at **800.922.8279**. If you already have active prescriptions, you can manage them by visiting the main Accredo Specialty Pharmacy site. You can also download the Accredo mobile app to track orders and set dose reminders.

PHARMACY BENEFIT FAQS

Are my drugs covered?

You can access a copy of the most current Preferred Drug List at express-scripts.com or by contacting RxBenefits Member Services at **800.334.8134**. Formularies change, 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.

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

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.

Will my Prior Authorization move to Express Scripts / RxBenefits?

Prior Authorizations will transition over from Capital Blue Cross so you will not need to obtain a new Prior Authorization with RxBenefits. If you have a new medication that requires Prior Authorization, your doctor's office will need to initiate a medication Prior Authorization review. For most reviews, the standard turnaround time is 1-3 business days. If for some reason, you need an expedited review, please contact RxBenefits.

HAVE QUESTIONS? NEED ADDITIONAL INFORMATION?

Chat: With a live agent via the RxBenefits member portal at **member.rxbenefits.com**, Monday-Friday, 10:00 a.m. to 7:00 p.m. Eastern

Email: CustomerCare@RxBenefits.com, Monday-Friday, 8:00 a.m. to 9:00 p.m. Eastern

Call: RxBenefits Member Services at 1.800.334.8134, Monday-Friday, 8:00 a.m. to 9:00 p.m. Eastern

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