RxBenefits®

Member Services Quick Reference



Member Support

RxBenefits' experienced, high-performing call center team delivers a superior level of service.

Availability

- Benefits Details
- Claims Status
- Pharmacy Network
- Coverage Determination/Inquiries
- Mail and Specialty Scripts
- Pharmacy Information

Key Details on Common Issues

Pharmacy Benefits & Coverage Inquiries

As plan members, you and your dependents can call for questions related to:

- Coverage
- Clinical Programs
- Copays
- Deductible Issues

Paper Claims

Members can mail prescription receipts along with their prescription benefits manager's claim form to the address listed on their ID card or fax them to RxBenefits at 1-205-449-5225 to be processed for direct reimbursement.

Call: 800-334-8134 *or* **Email:** CustomerCare@RxBenefits.com
Monday-Friday, 8:00 a.m. to 9:00 p.m. Eastern

Live Chat: My RxBenefits Member Portal member.rxbenefits.com
Monday-Friday, 10:00 a.m. to 7:00 p.m. Eastern

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