RxBenefits®

Access to the Medications You Need and the Convenience You Want



Your employer has partnered with RxBenefits to optimize your pharmacy benefits experience. As part of RxBenefits' commitment to getting members the right medication at the right time, we provide human-led clinical management for all prescriptions. This includes requiring a Prior Authorization (PA) approval for certain medications before they can be dispensed under your plan. PAs help to ensure that your medications are safe, appropriate, and cost-efficient.

What is a PA?

A PA approval is required before prescriptions for certain medications can be filled under insurance. PAs are used to confirm medications are being prescribed for their intended use based on approval guidelines by the FDA and meet established clinical standards of care.

What do I do if my medication requires a PA?

When you try to fill a prescription for certain medicines, your pharmacist may tell you it requires a PA. That means we need more information to make sure the medication is being prescribed in accordance with FDA guidelines and clinical best practices, and will work well for you and your condition before your pharmacy benefits covers it. Your prescriber has access to the required information to submit a PA request.

Your prescriber can choose to switch to another medication that does not need a PA or an over-the-counter alternative. If they do not want to switch your medication, their office will need to initiate a PA.

What is the PA process and how long does it take?

A PA typically takes one to seven business days to process. Occasionally, we may need additional information from your doctor to process the PA. If so, the review timeline begins after we receive all the information we need. This may extend the time needed to complete the review.

If the PA is approved, you will be able to pick up your prescription at the pharmacy or have it delivered to your home. A notification letter will be sent within two weeks of a PA being approved or denied.

What if my PA is denied?

If your PA is denied, you will need to contact your prescriber to discuss the next steps. If you or your doctor disagree with the initial denial, you may appeal the decision. Your doctor may be asked to provide additional information about your condition and the reason for the medication being prescribed. If the second appeal is denied, you or your prescriber may appeal the denial a third and final time. The appeal is then reviewed by a third-party independent review organization (IRO). The determination made on a third appeal is final and binding and you cannot appeal it again.



Enhanced prior authorization process for members taking anti-inflammatory or dermatological treatments

Finding the best option, the first time

There are many treatment options available for anti-inflammatory and dermatological conditions. Some of them are significantly more expensive and/or may not be as clinically effective. Your plan may only cover some treatments, while others may not be covered. We work directly with your prescriber to find the right medication for you based on your plan.

1. If your new prescription requires a PA, your prescriber will need to complete the PA request through RxBenefits.
2. RxBenefits will review the PA request and the clinical information provided by your prescriber and collaborate with your doctor, as appropriate, to find a clinically effective alternative medication that aligns better with your insurance coverage and treatment needs.
3. RxBenefits will review the PA request and the clinical information provided by your prescriber and collaborate with your doctor, as appropriate, to find a clinically effective alternative medication that aligns better with your insurance coverage and treatment needs.
4. You can check the status of your PA using the **My RxBenefits** member portal at **member.rxbenefits.com**.
5. Once RxBenefits and your provider have determined the best treatment option based on your plan and clinical considerations, you will be notified of the outcome.
6. You can follow up with your pharmacy to see when your medication is ready for pickup.*

Finding a better option when your current treatment is not working

Members taking anti-inflammatory or dermatological agents for an extended period may notice their medication isn't working as well as it did initially. If that happens, our goal is to help you manage your condition well and help you find an alternative treatment that helps you achieve the best clinical outcome for you.

1. An RxBenefits pharmacist may contact you to determine whether your medication is working. Before they do, you'll receive a communication through your preferred channel – text message or email – letting you know to expect their call.

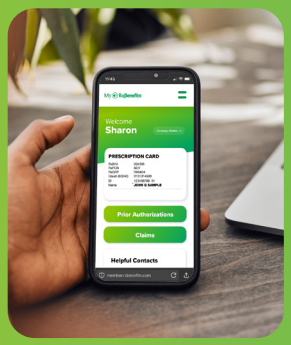
2. If your condition is not managed with your current medication, RxBenefits may work with your prescriber to update your treatment plan. If your prescriber agrees to change your prescribed regimen, you'll be notified through your preferred communication channel.

3. You can log in to the My RxBenefits member portal, **member.rxbenefits.com**, and see the new medication your prescriber chose. Your pharmacy will process your prescription and let you know when it's ready to be picked up.*

**Note: You will still get a letter in the mail with details of your prior authorization outcome.*

We are here to help

- **Chat:** With a live agent by registering for 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:** Talk to RxBenefits Member Services at 1-800-334-8134, Monday-Friday, 8:00 a.m. to 9:00 p.m. Eastern



Access your pharmacy benefits information 24/7 from any device by registering for the My RxBenefits member portal at **Member.RxBenefits.com**.

Once registered, you can view and download your ID card, set up your communication preferences, access real-time prior authorization status and up to 18 months of PA and claims history, chat with a live agent, and so much more.

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