

Who is RxBenefits?

We are your pharmacy benefit administrator. We have partnered with CVS/Caremark to bring you greater discounts, better access, and improved member services.

RxBenefits® Member Services

Our Member Services representatives have access to the same system utilized by CVS/Caremark and are equipped to help you, your physician, and your pharmacy with questions such as:

“What medications are covered under my plan?”

“Where is the closest in-network pharmacy?”

“My claim had an issue at the pharmacy, what do I do?”

“What are the next steps if my medication is requiring a prior authorization?”

“How can I sign up for mail order?”

No matter what the issue or need, members can always expect RxBenefits to:

- **Act with urgency**
- **Remain responsive to change**
- **Follow all issues to Resolution**

Questions?

Contact the RxBenefits Member Services Team at **1.800.334.8134** or **RxHelp@rxbenefits.com**

RxBenefits Member Services Team members are available from **7:00 am to 8:00 PM CST, Monday – Friday**. On weekends, after hours, and on holidays, members are given the option to speak with a CVS/Caremark representative or leave a message for the RxBenefits Member Services Team to return their call.