



MEMBER SERVICES

Member Satisfaction is not simply something you measure, it is something you deliver.

RxBenefits delivering customer service as it was meant to be.

Member Services can assist you with every aspect of your pharmacy benefit plan, from answering coverage questions and ordering ID cards to resolving complex issues. Unlike an automated call center, our service line is staffed by “live” representatives that are knowledgeable in pharmacy benefits.

During times of high call volume, our Queue Callback solution works seamlessly to offer customers a callback when the next agent becomes available without losing their place in line.

RxBenefits strives to ensure all members can be accommodated and heard through both in-house language resources or via our translation service partners.

Our goal is to understand your needs and to deliver relevant information, ensuring you can fully understand your options.

HAVE QUESTIONS ABOUT YOUR PHARMACY BENEFITS?

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



Act with urgency



Follow all issues to resolution



Contact Us

800.334.8134

RxHelp@rxbenefits.com

Member services team members are available from 7:00 a.m. to 8:00 p.m. CST, Monday – Friday. During weekend and after hours/holidays, members are given the option to speak with a PBM representative, or leave a message for us to return their call during business hours.