

# MEMBER FAQ



Founded by a former pharmacist, Rx Savings Solutions works with employers and health plans to help members find the lowest-cost options for prescription drugs.

## How does this work with my health insurance and pharmacy options?

Rx Savings Solutions offers a service that helps lower your prescription drug costs. This service doesn't change anything about your current insurance plan, pharmacy preferences or other benefits. Our software is linked to your health insurance plan information so it can customize ways to lower your out-of-pocket prescription drug costs.

## How can Rx Savings Solutions save me money?

We find all the lower-cost medication options that treat your condition and are covered by your insurance. You and your doctor can decide what's best for your health and budget. Here are just a few ways you might be able to save money:

- Generic forms of name-brand drugs
- Better prices at different pharmacies or through mail-order
- Equally effective medications that treat the same condition but cost less than your current prescription

## How will I know if I can save money?

There are two easy ways to see if you can save money on your prescriptions.

1. Your Rx Savings Solutions account will always show any savings opportunities you may have on your current prescriptions. Anytime you start taking a new prescription that's covered by your

insurance plan, it will automatically show up on your account with any options you might have to save. Plus, you can use your account to proactively search for pricing on any medication before your doctor gives you a prescription.

2. We'll contact you if there's a way to lower your prescription drug costs. You'll receive these messages - email, phone, text, letter - if there's a chance to save money on current prescriptions or new ones you start taking in the future.

## Can dependents on my health plan use Rx Savings Solutions?

Yes! Your Rx Savings Solutions online account will automatically show prescription drug information for any minor-age dependents on your health plan. Adult dependents are required to activate their own Rx Savings Solutions account and can then give you access to view their information.

## How is this different from a coupon or discount program for prescription drugs?

Since our software is linked to your health plan, everything we do is personalized for you. We know the details of your prescription drug benefits and use that information to find the lowest-cost options covered by your insurance plan. Unlike prescriptions purchased with coupons or discount cards, the money-saving options we provide will automatically count toward your individual or family insurance deductible.

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## How do I use Rx Savings Solutions when I'm prescribed a new medicine?

Your account has a search feature to compare medication options and prices before your doctor writes a new prescription. Anytime you start taking a new prescription that's covered by your insurance plan, it will automatically show up on your online Rx Savings Solutions account (unless you used a coupon card that takes you outside of insurance). You'll be able to see any options you might have to save money, and you'll receive a message if you're paying too much. Better yet, you can access your account with a mobile device and search for the lowest-cost option at the time your doctor writes the prescription.

## What personal information does Rx Savings Solutions have?

By using Rx Savings Solutions, members consent to our collection/use/disclosure of their personal information, but only for the purposes of providing our service. This includes claims information, such as the prescriptions you filled, how much you paid, and which pharmacy you utilized. We may

automatically gather and keep track of information about a member's visit to the member portal and their activity. Unlike many websites, we track this only for activity within our own site, never other web browsing.

## Can I trust Rx Savings Solutions to secure my personal information?

Rx Savings Solutions will not expose your personal health information to anyone, including your employer. Our business depends on holding your personal health information in the strictest confidence. Like your health insurance carrier, your doctor(s) and your pharmacy, we are legally bound to the Security Rules under the Health Insurance Portability and Accountability Act of 1996 (HIPAA Security Rules). To learn more about how Rx Savings Solutions handles your information, please see our [Privacy Policy](#).

## Do you sell my information?

We may use and disclose health information with service providers for data analytics purposes, but it is always "deidentified," i.e. not attached to your identity and contains no protected health information.

**Activate your account:**

**1-800-268-4476**

[myrxss.com/bcbsal](https://myrxss.com/bcbsal)

**NEED HELP?**

**Our support team is available at 1-800-268-4476 7 a.m.- 8 p.m. CT, Monday through Friday, or by email at [support@rxss.com](mailto:support@rxss.com)**