

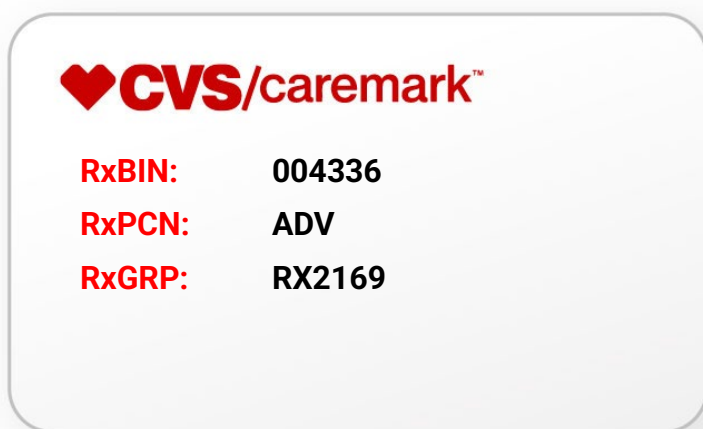
Dear Plan Member,

On behalf of Personify Health, your medical health plan administrator, we are excited to introduce you to RxBenefits. RxBenefits will facilitate the MSU Non-Medicare Plan pharmacy partnership through CVS Caremark, effective January 1, 2025. Our goal is to ensure your safety, make every effort to reduce your out-of-pocket costs, and promptly address any questions or issues that may arise to ensure you get the maximum value from your new benefits plan.

This packet is designed exclusively for you, and includes the following helpful resources that provide important information about your pharmacy plan:

- **Prescription Benefit Coverage for MSU Non-Medicare Plan**  
*This document gives you an easy-to-understand breakdown of all the important details of the coverage through your new pharmacy plan.*
- **Member Services Support Contact Information**  
*Our professional member services representatives are available to support you should any questions or issues arise.*
- **My RxBenefits Member Portal**  
*Created for your convenience, My RxBenefits gives you access to your pharmacy benefits information 24/7, from any device. View and download ID cards, access up to 18 months of claims history, and chat with live agents at **Member.RxBenefits.com**.*
- **Details on Accessing CVS Caremark®'s Website & Mobile App**  
*MSU Non-Medicare Plan will continue to utilize CVS as your claims manager, giving you access to one of the largest national pharmacy networks. CVS's web portal and app will help you manage your medications anywhere, anytime, search for the nearest retail pharmacy, and check drug interactions.*
- **Information on How to Sign-Up for Mail Order**  
*Get up to a three-month supply of your maintenance medication(s) delivered safely and reliably right to your door. Save time and money!*
- **Important Information**  
*If you currently utilize the mail order program through CVS and have additional refills, these will transfer over. Active Prior Authorizations that have not expired will also be transferred over. Please contact RxBenefits member services with any questions.*

Your permanent ID card(s) will be distributed to you shortly by Personify Health. If you need to fill a prescription before your card(s) arrives, simply provide all the information on the card below to the pharmacy to process your request.



**If there are any questions regarding prescription coverage, please contact RxBenefits:**

- **Call:** 800.334.8134, Monday – Friday, 7:00 a.m. to 8:00 p.m. CT
- **Email:** [CustomerCare@rxbenefits.com](mailto:CustomerCare@rxbenefits.com)
- **Chat with a live agent via member portal:** [Member.RxBenefits.com](http://Member.RxBenefits.com) - Monday – Friday, 9:00 a.m. to 6:00 p.m. CT
- **Pharmacist: call Pharmacy Help Desk: 800.364.6331**

Please reach out to us at any time if you have any questions or concerns. We are thrilled to be partnering with you to take your pharmacy benefit to the next level.

Sincerely,  
Your RxBenefits Team



# Prescription Benefit Coverage

**MSU Non-Medicare Plan** | Administered by RxBenefits, Inc. and Caremark, Effective January 1, 2025

*Note: Members may contact RxBenefits Member Services at 1.800.334.8134 or visit [caremark.com](http://caremark.com). If there are any additional questions, please contact your Human Resource Department. Please note the effective date on this documentation is a reflection of the last update to this plan. This document is a current representation of the plan benefit at this time.*

## MSU Non-Medicare PPO Plan

Retail Pharmacy Coverage (01-30 Day Supply)	In Network Pharmacy
Generic	\$10.00
Preferred Brand	\$30.00
Non-Preferred Brand	\$60.00
Preferred Pharmacy Generic	\$10.00
Preferred Pharmacy Preferred Brand	\$30.00
Preferred Pharmacy Non-preferred Brand	\$60.00

Retail Pharmacy Coverage (31-90 Day Supply)	In Network Pharmacy
Generic	\$30.00
Preferred Brand	\$90.00
Non-Preferred Brand	\$180.00

Mail Order Extended Supply (01-90 Day Supply) or MSU Pharmacy	In Network Pharmacy
Generic	\$20.00
Preferred Brand	\$60.00
Non-Preferred Brand	\$120.00

## Accumulations

Maximum Out of Pocket (MOOP) Embedded	\$1,000.00 Individual/ \$2,000.00 Family
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The calendar year MOOP applies to pharmacy claims. Each individual family member must meet the individual MOOP unless the family MOOP has been met by any two or more covered family members. Once met, your covered prescriptions are paid at 100%. Generic Dispense as Written policy does not apply to the MOOP.

### MSU Non-Medicare Plan

## Specialty Medications

Specialty medications are high-cost drugs that are often injected or infused and require special storage and monitoring. These medications must be obtained through Caremark specialty pharmacy by calling Caremark at 1.800.237.2767. Some exceptions apply. These medications are limited to a 1-30 day supply. Specialty medications largely fall into the formulary brand category but could also fall into the biosimilar or generic specialty drug category. These medications are subject to the appropriate co-insurance as listed below. Caremark Specialty Pharmacy also offers pharmaceutical care management services designed to provide you with assistance throughout your treatment.

Specialty Medication	Caremark
Specialty Generic	\$75.00
Specialty Preferred Brand	\$75.00
Specialty Non-Preferred Brand	\$75.00
Preferred Pharmacy Specialty Generic	\$75.00
Preferred Pharmacy Specialty Preferred Brand	\$75.00
Preferred Pharmacy Specialty Non-Preferred Brand	\$75.00

## Retail and Mail Order Pharmacies

MSU Non-Medicare Plan participates in the Caremark pharmacy network. Contact RxBenefits Member Services at 1.800.334.8134 to inquire about a specific pharmacy.

## Generic Policy - Dispense As Written (DAW)

If a Brand name drug is filled when a Generic equivalent is available you will be required to pay the Brand cost share plus the difference in cost between the Generic and Brand name drug. The Generic Policy does not apply if the prescription indicates the Brand must be dispensed.

## Maintenance Drug

A medication that is used for chronic health conditions on an ongoing or long-term basis (e.g., antihypertensive medication taken daily to control high blood pressure).

## Preventive Medications

Your employer's plan is subject to the Affordable Care Act (ACA) which requires the coverage of a number of preventive items and services at 100% and ensures these items and services are not subject to deductibles, maximum out of pockets, or other limitations such as annual caps or limits. You may contact RxBenefits Member Services at 1.800.334.8134 if you have specific drug questions or register at [caremark.com](http://caremark.com) to check drug costs and coverage.

## Compound Drugs

For compound drugs to be covered, they must satisfy certain requirements. In addition to being medically necessary and not experimental or investigative, compound drugs must not contain any ingredient on a list of excluded ingredients. Any denial of coverage of a compound drug may be appealed in the same manner as any other drug claim denial under this coverage. Compounded medications equal to or exceeding \$300 per script will require prior authorization.

## Step Therapy Program

Certain medications may be subject to step therapy. You could be asked to try one of the first or second level options before certain drugs are covered by the plan. Your employer has implemented performance Generic step therapy that promotes the use of Generic medications first before non-preferred Brand medications. If you choose to use certain non-preferred Brand-name drugs before trying a Generic medication or a preferred Brand medication, your prescription may not be covered, and you may need to pay the full cost. Step therapy applies to the following drug classes: ARBs/direct renin, inhibitors/combinations, Brand bisphosphonate + vitamin D combinations, Brand nasal steroids, COX-2 inhibitors/NSAIDs, Fibrate, SABA inhalers, Brand statins, Brand PPI packets, Brand SSRI, Brand sleep agents, Brand triptan and Urinary antispasmodic. This list can change quarterly.



## Formulary

A list of Food and Drug Administration (FDA) approved Prescription Drugs and supplies developed by a Pharmacy and Therapeutics Committee, and/or customized by Caremark or RxBenefits. This list reflects the current clinical judgment of practicing health care practitioners based on a review of current data, medical journals, and research information. In your prescription drug coverage, the Formulary Drug list is used as a guide for determining your costs for each prescription. Drugs not listed on the Standard Control with ACSF Formulary may not be covered. Your formulary is Standard Control with ACSF.

**The following lists are not all-inclusive, but rather are lists of the most commonly used prescription drugs. These lists are subject to change. The Caremark formulary provides an up-to-date list of medications that may be covered by the program. The Caremark formulary may be found online at [caremark.com](http://caremark.com). You may also contact RxBenefits Member Services at 1.800.334.8134 to learn whether a specific drug is covered.**

## Covered Drugs and Supplies

The following examples of Covered Drugs and supplies may be available with your prescription benefit coverage. FDA-approved pharmaceuticals requiring a written prescription, issued by a licensed physician, dentist, osteopath, podiatrist, optometrist (licensed professionals) or licensed advance practice certified nurse and dispensed by a licensed pharmacist. Please contact RxBenefits Member Services at 1.800.334.8134 if you have specific drug questions or register at [caremark.com](http://caremark.com) to check coverage.

- ACA Preventative Services List
- ADHD/ADD
- Androgen
- Continuous Blood Glucose Monitors
- Contraceptives
- Cosmetics
- Diabetic Medication (Insulin/Non-Insulin)
- Diabetic Supplies (Alcohol Swabs)
- Diabetic Supplies (Lancets, Test Strips)
- Diabetic Supplies (Syringes & Needles)
- Disposable Insulin Pumps and Supplies
- Erectile Dysfunction
- Fertility Medications (Injectable & Oral)
- Fluoride
- Growth Hormones
- Insomnia/Sedatives/Hypnotics
- Legend Drug Compounds
- Legend Vitamins (Rx)
- Migraine Medications
- Narcolepsy
- Pain/Narcotics/Opioids
- Smoking Cessation Products
- Specialty Medications
- Topical Acne Medications

## Covered Drug Limitations

Certain Prescription Drugs are covered up to preset limits. These limits are based upon standard FDA approved dosing for the medications. If you request that a prescription be filled for a drug that is subject to quantity limitations, the prescription will be filled up to the preset limits. In some cases, it may be medically necessary for you to exceed the preset limits. In those instances, Prior Authorization is required. In such cases your doctor may initiate Prior Authorization by calling RxBenefits toll-free at 1.800.334.8134. Many drugs are subject to quantity limitations for patient safety based on FDA guidelines. Your plan has identified the following drug categories for Quantity Limits.

- Anti-Influenza Agents
- Anti-nausea Agents
- Diabetic Test Strips
- Erectile Dysfunction (ED) Agents
- Migraine Agent
- Opioid Analgesics
- Sleep Agents
- Topical Anesthetics

*For more information about specific drugs subject to coverage limitations, please call RxBenefits Member Services at 1.800.334.8134 or visit [caremark.com](http://caremark.com).*

## Prior Authorization and Appeals

If a prescription drug claim is wholly or partially denied, you or your authorized representative has the right to appeal the decision. You or your authorized representative may appeal the denial no later than 180 days after receiving notice of an adverse claim decision. Appeals of prescription drug claims are handled by RxBenefits and are decided in accordance with the terms of the plan document. Following a clinical review, one of four actions will occur: the medication is approved, the medication claim is denied, the doctor may decide to withdraw and prescribe a different medication, or the reviewer can dismiss the claim due to lack of communication from the prescriber. If denied, the appeal process is available. Your prior authorizations are handled by the PBM.

The following medications may require a prior authorization under your plan:

- Acne Topical Agents
- ADHD Medications
- Anti-Infective Agents
- Anti-ulcer Medications
- Antiviral Agents
- Anti-Fungals
- CGM & Disp Ins Pump/Supplies (PA)
- Cuprimine (PA w Step Therapy)
- Diabetic Agents
- Drug Devices
- Kerendia
- Migraine Agents
- Narcolepsy Medications
- Opioid Analgesics
- Opzelura
- Santyl ointment (collagenase)
- Specialty Medications
- Testosterone
- Topical Antihistamines
- Topical Anti-Inflammatories

## Discount Program

Cost Saver (CVS): Your employer is offering a seamless point of sale discount powered by GoodRx on non-specialty generic drugs at retail. If available for your medication, this discount will be applied with no action from you, and be captured as part of your benefit.

## The Appeal Process

If denied, the member may appeal the decision. Upon appeal, a second pharmacist reviewer will evaluate the prior authorization and make a decision (approved/denied). If denied a second time, a final appeal may be made, which is forwarded to an outside medical reviewer. If denied, there are no further appeals.

Your doctor may initiate the Prior Authorization, quantity limit, high dollar claim review or any other rejection process by calling RxBenefits at 1.800.334.8134.

## Exclusions

Coverage is not provided for:

- Allergy Serums (Injectable & Oral)
- Anabolic Steroids
- Anti-Obesity/Anorexiants/Appetite Suppressant
- Blood Products/Blood Serum
- Bulk Powder Compounds
- Diabetic Supplies (Blood Glucose Meters)
- Diabetic Supplies (Pumps & Supplies)
- Experimental Medications
- Glucose (Oral)
- HSDD (i.e., Addyi)
- Medical / Therapeutic Devices (Inc. DME)
- Needles & Syringes (Non-Insulin)
- Non-ACA Vaccines
- Nutritional Supplements
- Standard RX/OTC Equivalentents
- Periodontal Products
- Respiratory Supplies

## Pharmacy Identification Card (ID Card)

Your pharmacy ID card enables you to participate in the prescription drug card program. Present your combined medical and pharmacy ID card to the pharmacist when obtaining a prescription to ensure you get the benefit of the prescription drug card program. Please contact your medical insurance carrier for a replacement ID card.

## Definitions:

### Co-Insurance

The percentage of charges a Participant is required to pay for covered prescription drugs.

### Copayment (Copay)

The specified charge you are required to pay for a Covered Drug.

### Brand-Name

A Prescription Drug that is protected by a patent, supplied by a single company and marketed under the manufacturer's brand name.

### Generic Drug

A generic drug is identical to a brand name drug in dosage form, safety, strength, route of administration, quality, performance characteristics, and intended use. Although a generic drug is chemically identical to its branded counterpart, it is typically sold at substantial discounts from the branded drug's price.

### Over-the-Counter Drug (OTC)

Any medical substance that can be purchased without a prescription. OTC medications are not covered by your plan unless otherwise stated.

### Non-Preferred Brand

Non-Preferred Brand is a Brand Name prescription drug that does not appear on the formulary of Brand Name Drugs designated by Caremark as Preferred. Members may pay a higher cost for Non-Preferred Brand-Name Prescription Drugs than for Preferred Brand-Name prescription Drugs.

### Preferred Brand Drug

Preferred Brand Drug is a prescription drug that appears on the formulary of Brand-Name Prescription Drugs designated by Caremark Preferred. This list is subject to periodic review and modifications by Caremark. Members may obtain a copy of this list by contacting RxBenefits Member Services at 1.800.334.8134 or by registering on [caremark.com](http://caremark.com). Members pay a lower copay/co-insurance for Preferred Brand-Name Prescription Drugs than for Non-Preferred Brand-Name Prescription Drugs.

### For More Information About the Prescription Benefit Coverage

MSU Non-Medicare Plan has partnered with Caremark and RxBenefits to provide prescription drug benefits. Caremark serves as the pharmacy benefit manager and RxBenefits administers the prescription drug program.

The website, [caremark.com](http://caremark.com), is designed to help you explore ways to track your prescription benefits. You may use the site to locate pharmacies and compare prescription drug costs.

## Questions?

**Contact RxBenefits Member Services for information regarding the prescription drug program at 1.800.334.8134.**

RxBenefits, Inc. does not provide legal advice. Nothing herein or in any other documents provided by RxBenefits, Inc. should be construed, or relied upon, as legal advice. It is the responsibility of the employer/plan sponsor and not RxBenefits, Inc. to determine the contents of its group health plan document and related summary plan description. The employer/plan sponsor should consult with its legal counsel regarding the contents of its group health plan and summary plan description, and the legal requirements that may be applicable thereto. For plan members with questions about plan coverage, please consult your HR Department.

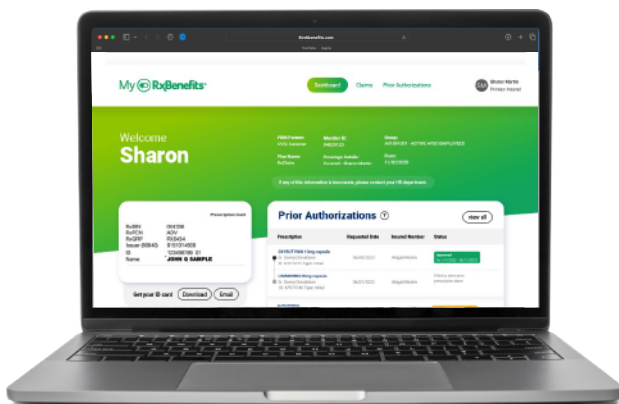


# Online Access to Your Pharmacy Benefits



By registering for My RxBenefits, you'll gain access to robust information related to your pharmacy benefits.

Access your information when it's convenient for you, **24 hours a day, 7 days a week.**



## My RxBenefits will allow you to:

- Chat with a live agent Monday - Friday, 9 a.m. to 6 p.m. CT
- Access real-time prior authorization status, including explanations of determinations, and view 18 months of prior authorization activity
- View, download and email copies of ID cards
- View 18 months of pharmacy claims (including claims for eligible dependents)
- Access your account across multiple devices, including computers, tablets, and phones
- Manage your communication preferences
- View pharmacy benefits coverage information

Sign up for the portal at:  
<https://member.rxbenefits.com>





Rx Delivery by Mail

# Convenience, savings and safety

Why get your Rx delivered by mail? Not only is delivery by mail a safe and secure way to get the medications you take regularly (like medication for asthma or high blood pressure) — you'll probably save money, too.

### Want more convenience?

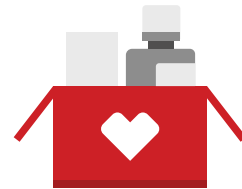
With delivery, you have one less thing to worry about. Your 90-day supplies will arrive at your door from CVS Caremark® Mail Service Pharmacy.

### Like to save?

Filling your Rx in 90-day supplies usually comes with savings. Plus, there's no extra cost for shipping.

### Looking to stay safe?

Contactless delivery keeps you and your loved ones safe. And our secure, nondescript packaging protects your privacy.



**90-day supplies typically cost less than 30-day supplies.**

**Start Rx Delivery by Mail at [Caremark.com/RxDelivery](https://www.caremark.com/RxDelivery) (after your benefits begin).**



# Member Services Quick Reference Card

## Member Services for Member Support

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

### Availability

Member Services assists you with questions or concerns regarding your pharmacy benefits such as:

- Benefit 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 Questions
- Clinical Programs
- Copay
- Deductible Issues

### Paper Claims

Submit prescription receipts along with your specific PBM's claim form to be processed for direct reimbursement. Claims should be mailed to the address listed on your ID card or fax them to RxBenefits at 205.449.5225.

**800.334.8134** or  
**CustomerCare@rxbenefits.com**  
7:00 AM to 8:00 PM CT  
Monday – Friday

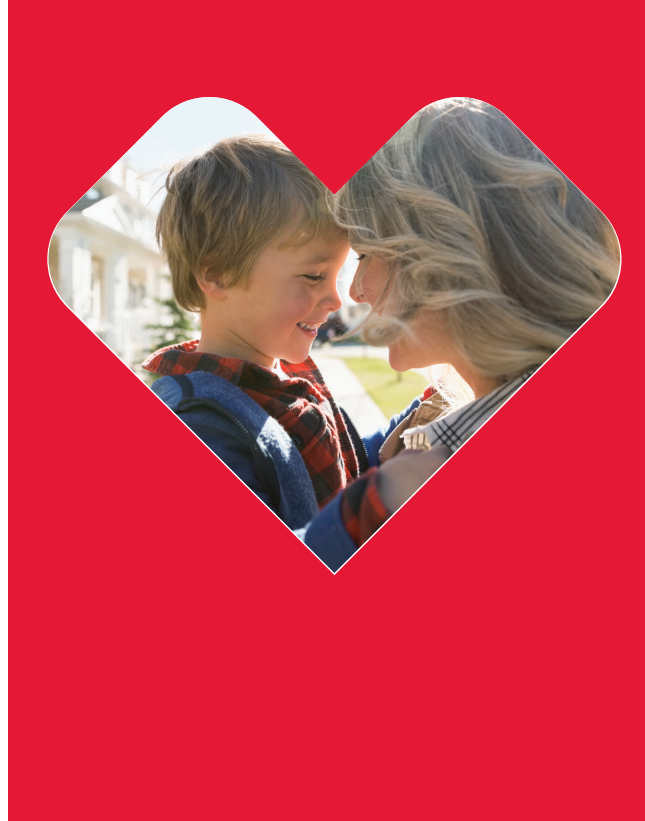






Mobile app

# Manage your Rx on your own time



We make it easy to keep track of your Rx, check for savings and more from your mobile device.

Our mobile app gives you a secure, simple way to manage your prescription benefits and member information. You'll find easy-to-use tools that help you save time, get organized and stay on your path to better health. Find a nearby pharmacy no matter where you are. Learn about your medication and get information you can trust day or night. Do all this – and much more – at your convenience.

**Keep an eye on drug costs** and check for lower-cost alternatives that may save you money.

**Order and track refills** – even get timely refill reminders – so you never miss a dose.

**Stay on top of order status** so you know when to pick up your medication or watch for delivery by mail.

**Access your Rx list**, member ID cards and Rx history at your doctor's office or anytime you need them.

For savings opportunities and personalized support, visit **Caremark.com** (after your benefits begin).





# RxBenefits' Pharmacy FAQ

## Who is RxBenefits?

Founded in 1995, Birmingham, AL-based RxBenefits is the employee benefit industry's first and only technology-enabled pharmacy benefits optimizer (PBO). We are a growing team of more than 500 pharmacy pricing, contract, service, technology, data, and clinical experts that work together as one team towards one common goal: putting the benefit back in pharmacy benefits. We focus exclusively on helping employee benefits consultants, and their self-insured clients, access and deliver an affordable, best-in-class pharmacy benefit.

## How Do I Learn More About My Prescription Benefits?

Your pharmacy benefits are part of the specific insurance coverage selected by your employer, and are designed to help you access your prescriptions at the right time and at the best cost. Simply present your prescription benefit ID card and prescription at the in-network retail pharmacy of your choice. The pharmacist will use your prescription and member information to determine if the medication is covered by your plan, and if so, your co-payment or co-insurance.

Details of your specific benefits plan including drug coverage can be found in your Prescription Benefit Coverage (PBC). The PBC is a snapshot of your health plan's co-pays, benefits, covered healthcare services, and other features that are important to you and your family in easy-to-understand terms. If you have any questions or issues, please call RxBenefits' Member Services Team at 800.334.8134.

## Where can I get my prescriptions filled in-person?

Your pharmacy benefit gives you access to a large retail pharmacy network that includes thousands of pharmacies throughout the United States. That means you have convenient access to your prescriptions wherever you are - at home, work, or even on vacation. You'll get the most from your benefits by using a participating pharmacy. For a list of participating pharmacies, access your PBM's website for more information.

**Note:** Choosing a non-network pharmacy means you'll pay the full cost of the prescription up front. You will need to then submit a claim form to your plan for reimbursement.

## What Is A Drug List/Formulary?

All prescription benefit plans, including yours, use what is called a "formulary" that may also be referred to as a drug list. The formulary / drug list contains brand-name and generic medications that are covered by your plan. All medications on the formulary have been approved by the Food & Drug Administration (FDA) and have been reviewed and recommended by your plan's Pharmacy & Therapeutics (P&T) Committee. The P&T Committee is an independent group of practicing doctors, pharmacists, and other healthcare professionals responsible for the research and decisions surrounding the drug list based on various factors including their safety and effectiveness.

If your healthcare provider prescribes a medication that is not on the drug list/formulary, it will not be covered, and you will be responsible for the full cost of the medication. If your healthcare provider prescribes a non-covered medicine, talk with them about prescribing a medication that is on the drug list/formulary instead.

Please call the Member Services number on the back of your ID card at any time to determine if a particular medication is (or is not) on your approved formulary and covered by your plan. Or you can refer to your Prescription Benefit Coverage (PBC) for coverage limitations and exclusions.

### **What Is A Prior Authorization?**

Certain prescription drugs may require a "prior authorization" before you can fill the prescription. Some drugs require prior authorization because they may not be a good fit for every patient. Prior Authorization ensures your safety and helps limit your out of pocket costs.

When a medication requires prior authorization, your healthcare provider will need to send documentation to an independent pharmacy reviewer who will review the documentation to ensure the medication is a good fit for you and your benefit coverage. If you use home delivery, it is important that your prescriber obtain prior authorization before you can fill your prescription.

We never want you to go without an appropriate medication to treat your condition. If you are having trouble getting a medication filled because it requires prior authorization, please call the Member Services number on the back of your ID card. We will do everything we can to assist you and your healthcare provider in getting the prior authorization processed promptly.

### **What Is The Difference Between Generic & Brand Medications? How Does It Affect My Benefits?**

A brand-name drug is usually available from only one manufacturer and may have patent protection. A generic drug is required by law to have the same active ingredients as its brand-name counterpart but is available only after the patent expires on a brand-name drug. You can typically save money by using generic medications.

#### **Are generic medications as safe and effective as brand-name drugs?**

Yes. Generic medications are regulated by the FDA. In order to pass FDA review and be A-rated, the generic drug is required to be therapeutically equivalent to its counterpart brand-name medication. It must have the same active ingredients as well as the same dosage and strength.

#### **Why are generic medications less expensive?**

Normally, a generic drug is introduced to the market only after the patent has expired on its brand-name counterpart. At that point, it can be offered by more than one manufacturer, increasing competition. Generic drug manufacturers generally price their products below the cost of the brand-name versions in order to compete.

#### **How can I request a generic medication?**

Your healthcare provider and pharmacist are the best sources of information about generic medications. Simply ask one of them if your prescription can be filled with an equivalent generic medication. You may be subject to higher cost sharing for brand drugs.

**Can My Prescription Be Switched To A Drug With A Lower Co-Payment?**

If your current prescription medication is not a generic, call your healthcare provider and ask if it's appropriate for you to switch to a lower cost generic drug. The decision is up to you and your healthcare provider.

You can also select lower cost options from your PBM's website where you manage your current prescriptions. You'll get information to discuss with your healthcare provider and the tools to get started.

**How Do I Order Medications Using Home Delivery?**

Home delivery is a convenient service for members who take medications to treat a chronic condition on an ongoing basis. Examples of conditions that may require maintenance medications include hormone replacement, asthma, diabetes, high blood pressure, high cholesterol, arthritis, and many other routine prescriptions delivered directly to your door so you never miss a dose. Depending on how your plan is designed, ordering maintenance medications using home delivery may also be more cost-effective. Check your plan details for more information on how copays vary using home delivery vs. a retail pharmacy.

**I Am Going To Be Out Of Town For An Extended Period.****How Do I Get An Extra Supply Of Drugs To Cover Me For That Time?**

If you are going to be out of town for an extended period and need extra medication, call the member services number on the back of your member ID card to request a vacation override. You must provide the member services representative with both the date you are leaving and the date you are returning. RxBenefits will place the override in the system and you can pick up your medication at your local pharmacy.

**Who do I contact with questions about my specific plan and/or medications?**

Your RxBenefits Member Services Team is available to answer any questions you may have. You can reach them Monday – Friday from 7:00 a.m. to 8:00 p.m. CT by calling **800.334.8134** or emailing [CustomerCare@rxbenefits.com](mailto:CustomerCare@rxbenefits.com).