



# Member Services Quick Reference Card

## Member Services for Member Support

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

### Availability

Member Services assists members with questions or concerns regarding their pharmacy benefits like:

- Benefit Details
- Claims Status
- Pharmacy Network
- Coverage Determination/Inquiries
- Mail and Specialty Scripts
- Pharmacy Information

Call Member Services for  
Prescription Drug Questions

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

## Key Details on Common Issues

### Pharmacy Benefits & Coverage Inquiries

Direct employees and dependents to call for questions related to:

- Coverage Questions
- Clinical Programs
- Copay
- Deductible Issues

### Paper Claims

Members can submit prescription receipts along with the PBM Partners' (CVS, ESI, or Optum) claim form to be processed for direct reimbursement. Claims should be mailed to the address listed on the member's ID card or fax them to RxBenefits at 205.449.5225.

