



Employee Prescription Benefit Plan

HOW IT WORKS:

- Please show your new Insurance card to the pharmacy before filling prescription.
- Prescription is initially filed using your primary Insurance.
- Once submitted to the primary, the remaining amount is then submitted to CitizensRx, which is your secondary pharmacy benefit.
- After the amounts have been submitted to both prescription plans, the member will be charged a copay or coinsurance.
- If the member feels the amount is more than the copay amounts listed on the summary of benefits, ask the pharmacy if they have utilized both Rx plans, call the number listed below for assistance.

****Pharmacies and Members please call the Citizens Helpdesk at: 1-888-556-7482 that will also be listed on the members card, as indicated below.**

Pharmacist should look for the following on the member's Insurance card to process secondary Rx claims:

Submit primary PBM allowed amount to:
RX Bin: 015284
RXGrp: Specific to each group
PCN: CRX
RX Helpline: 1-888-556-7482