



Dear Member:

Your pharmacy benefit is a valued component of your health plan, and we want to remind you that there are several resources available to answer questions and to help you get the most from your pharmacy benefit while also minimizing your out-of-pocket costs.

- **Mail Order Pharmacy:** Your Mail Order Pharmacy is Prescription Mart. If you have not registered with Prescription Mart to obtain medications by mail, simply visit [www.presmartinc.com](http://www.presmartinc.com) to register on-line.
- **Member Portal:** If you have not yet registered to access the on-line member portal, you will need your card holder ID and your Rx Group Number to register. You can refer to your ID Card or call Member Services at 877-200-5533 to obtain these numbers. The portal is available at <https://usrxcare.com/member>. Each plan member over the age of 18 must register their own account on the Member Portal.
- **Lowest Cost Pharmacy Search:** While you can fill your prescription at over 65,000 contracted pharmacies nationwide, prices do vary from one pharmacy to another. For example, large chain pharmacies, such as Walgreens, CVS, Target, and Walmart are among the highest cost pharmacies in the country.

While the out-of-pocket cost will never exceed the plan copay, there are times when the full cost of your medication is less than the plan copay. In those cases, you pay the lesser amount. This would also apply to any members who may owe towards a deductible. However, that amount will most likely be a higher cost at the above major pharmacy chains. Visit <https://usrxcare.com/member> to identify pharmacies by zip code that will typically have a lower price for your medications. Any refills left on a prescription can be transferred to a lower-cost pharmacy with a quick call from the pharmacist.

### **What to Do If the Pharmacy Has Trouble Processing Your Coverage for a Prescription Medication**

If a pharmacy is having difficulty processing your prescription through your pharmacy benefit for any reason, you can ask the pharmacist to call the pharmacy Help Desk using the phone number provided on your benefit card: **877-200-5533**. The Help Desk can assist the pharmacist to ensure they have entered the correct benefit codes and member information, as well as troubleshoot any other issues directly over the phone.

**HAVE A QUESTION? CALL MEMBER SERVICES AT 1-877-200-5533**



If you ever decide to pay the full cash price for a prescription without using your benefit card, you can ask the pharmacy to reprocess your prescription using your benefit card within 7-14 calendar days (depending on the pharmacy). The pharmacy will fully reimburse you the cost difference for any overpaid amount, as long as the medication is covered under the plan.

We look forward to continuing to serve your pharmacy needs as your Pharmacy Benefit Manager

Sincerely,

Clinical Services  
US-Rx Care

Use this link to review the Member Education Video

<https://usrxcare.com/membereducation>  
regarding your Pharmacy Benefits or the QR Code to the right.



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