

Frequently Asked Questions

WHAT IS RX SAVINGS SOLUTIONS? HOW DOES IT WORK?

Rx Savings Solutions is a free, confidential benefit which provides you and your health plan dependents with cost savings opportunities on your medications. Rx Savings Solutions looks at the medications you take and prepares a personalized prescription savings plan for you. When there is an opportunity to save, Rx Savings Solutions will send you a text or email notification letting you know to log in and view your savings opportunities. Rx Savings Solutions is a fully HIPAA-compliant company. To learn more about how Rx Savings Solutions handles your information, please visit the privacy policy at: <https://rxsavingsolutions.com/privacy-policy>

IS THIS THE SAME AS MY CURRENT INSURANCE OR MAIL ORDER PHARMACY?

Rx Savings Solutions is not the same as your prescription insurance. It is an additional benefit that is being offered to Health Options members to alleviate the costs of your prescription medications. We strive to lower your cost at your local pharmacy, not by asking you to change to a mail order Pharmacy.

HOW DO I GET THE SAVINGS RX SAVINGS SOLUTIONS HAS FOUND FOR ME?

Details of each savings opportunity are available on the Rx Savings dashboard. To access, log in at cho.rxsavingsolutions.com. The secure website will walk you through the rest of these steps. There is even a “Dear Prescriber” letter to provide to your prescriber, who will be able to see the suggestions that have been made. We will also notify you when we find savings on your prescriptions, based on your contact preferences.

WHAT IF I AM NOT INTERESTED IN THE SAVINGS SUGGESTIONS MADE?

The savings Rx Savings Solutions has found for you is information that has been provided to assist in making a more informed decision about your healthcare. You may use the suggestions if you and your prescriber feel it is a good fit for you. If not, there is no requirement to use the savings found.

WHEN I LOG IN TO MY ACCOUNT, I DON'T SEE ONE OF THE MEDICATIONS I'M TAKING. WHY ISN'T IT THERE AND HOW DO I ADD IT?

The medications listed on your dashboard are those which you have filled in the last 6 months. In addition, the claims information that Rx Savings Solutions receives from your insurance company comes at a slight delay. If you have started a new medication, you can wait for the information from your insurance company to be delivered to Rx Savings Solutions, or you can use the Search Drug Prices tool located on your dashboard.

HOW DO I LOOK AT MY DEPENDENTS' PRESCRIPTIONS?

You will have access to savings information for any minor dependents (under 18 years of age) on your dashboard. Adult dependents (18 years of age and older) will be required to create their own profile, but you can see on your dashboard whether they have a savings alert.



Activate your benefit at cho.rxsavingsolutions.com or search for Rx Savings Solutions on Google Play™ or the App Store®.

Questions? Contact Member Services.

Community Health Options Member Services Associates are available to assist with questions. They can be reached Monday – Friday from 8:00 AM – 6:00 PM EST at (855) 624-6463 or info@healthoptions.org.