

Frequently Asked Questions for Providers

WHAT IS RX SAVINGS SOLUTIONS?

Rx Savings Solutions is a free pharmacy benefit program offered by Community Health Options at no cost to its Members. This confidential resource provides Members and their health plan dependents with cost savings opportunities on medications. The program was rolled out to Community Health Options Members in March 2017.

IS RX SAVINGS SOLUTIONS THE SAME AS THE CURRENT INSURANCE OR MAIL ORDER?

Rx Savings Solutions is not an insurance plan or a mail order pharmacy. It is not a distributor or fulfillment center for prescriptions. It is an additional resource that is being offered to help Community Health Options Members understand whether or not there are lower costs of prescription medications available under the existing insurance plan.

HOW DOES RX SAVINGS SOLUTIONS WORK?

Rx Savings Solutions' patented software analyzes prescription claims, looking for all possible clinical and financial therapies to maximize savings opportunities. Suggestion types include therapeutic alternatives, generic substitutions, and clones, dosage form changes, and price shopping.

WHAT IS THE EXPECTATION FOR A PROVIDER'S OFFICE?

Community Health Options partnered with Rx Savings Solutions to empower consumers. We understand the world of prescription drugs can be confusing, and we strive to eliminate complexity for patients. Awareness is a huge part of this process. Consumers often don't know that there are prescription alternatives available, so we invite providers to be an active member of our partnership, encouraging physicians to utilize this resource when prescribing medications.

SHOULD WE EXPECT CALLS FROM COMMUNITY HEALTH OPTIONS MEMBERS?

You may receive calls from Community Health Options Members requesting a switch to a recommended drug alternative. We also provide our members with a "Prescriber Letter" describing the request that they can share with their doctor. Our ask is that providers do their best to accommodate for prescription changes over the phone without requiring the patient make an office visit.

WHAT IS THE EXPECTATION OF A PROVIDER DURING AN OFFICE VISIT?

Community Health Options Members have access to the Rx Savings Solutions user portal on their phone. During a visit with a provider, they are able to search medications and compare clinical and financial options, ensuring they get the lowest priced option available at the point of care. The provider should work with the patient prior to writing a prescription to ensure they are selecting the best financial, but still equally-effective, medication option.

Steps to drive engagement:

At the registration desk:

- Display postcards about the benefit when patients check-in.
- Offer a FAQ document about the program to qualified patients.

In the waiting room:

- Display tabletop signs about the benefit in the waiting area.
- Patient reviews details about the benefit and registers while waiting.

With the physician:

- Patient can use portal to review options with the physician before a prescription is written.
- Patient and physician choose best clinical and financial option together.

Our member services team is staffed with Certified Pharmacy Technicians available to assist with prescription questions.
Monday - Friday from 8:00 AM - 9:00 PM EST • Phone: 1-800-268-4476 • Email: info@rxsavingsllc.com

Members will have access to Rx Savings Solutions on the Community Health Options Member Portal Dashboard.