

Who is RxBenefits?

We are your Pharmacy Benefits Optimizer. We have partnered with CVS/Caremark to bring you greater discounts, better access, and improved member services.

RxBenefits® Member Services

Our Member Services representatives have access to the same system utilized by CVS/Caremark and are equipped to help you, your physician, and your pharmacy with questions such as:

- “Is my pharmacy in the network?”
- “Is my drug covered?”
- “How do I start using Mail Order for my medications?”
- “How do I get a Prior Authorization?”
- “Can you assist me with general benefit questions?”

No matter what the issue or need, members can always expect RxBenefits to:

- **Act with urgency**
- **Remain responsive to change**
- **Follow all issues to Resolution**

Contact the RxBenefits Member Services Team at **800.334.8134** or **CustomerCare@rxbenefits.com**

RxBenefits Member Services Team members are available from **7:00 AM to 8:00 PM CST, Monday – Friday**. On weekends, after hours, and on holidays, members are given the option to speak with a CVS/Caremark representative or leave a message for the RxBenefits Member Services Team to return their call.