



Frequently Asked Questions

PillarRx Consulting has partnered with Blue Cross Blue Shield of Massachusetts[®], an independent company, to administer the Cost-Share Assistance Program. This new cost-savings program is available through your Blue Cross pharmacy benefit.

What is the Cost-Share Assistance Program?

The Cost-Share Assistance Program uses coupons from manufacturers of medication to cover most or all of your out-of-pocket costs for eligible medications. Once you or your dependent enrolls, PillarRx will apply a coupon on your behalf when an eligible prescription is filled at the pharmacy. With the Cost-Share Assistance Program, your out-of-pocket costs for eligible medications will range between \$0 and \$35, depending on the medication.

How do I or my dependent enroll in the Cost-Share Assistance Program?

A Care Team Coordinator from PillarRx will call you to help you or your dependent enroll in the program.

Is enrollment in the Cost-Share Assistance Program required?

No, enrollment is optional. However, if you or your dependent doesn't enroll, you'll be responsible for paying 30% of the cost of the eligible medication. Therefore, your out-of-pocket costs for the medication will be higher than if you participated in the program.

What if I'm already using a manufacturer's coupon for the eligible medication?

If you already use a manufacturer's coupon for the eligible medication, you or your dependent still needs to enroll in the Cost-Share Assistance Program.

How does the Cost-Share Assistance Program affect my plan's out-of-pocket maximum?

Once you or your dependent is enrolled in the Cost-Share Assistance Program, your plan will apply only your *actual* out-of-pocket costs to your annual out-of-pocket maximum. For example, if you pay \$10 for an eligible medication, only \$10 will be applied to your annual out-of-pocket maximum.

How does the Cost-Share Assistance Program affect my deductible?

If you have a Health Savings Account (HSA)-qualified "Saver" plan, your plan will apply your out-of-pocket costs to your annual deductible as well as to your out-of-pocket maximum. For example, if you pay \$10 for an eligible medication, \$10 will also be applied to your annual deductible.

What can I expect from the Care Team?

The Care Team will monitor your claims every month to ensure that you're receiving the correct coupon, and provide you with support if needed. For example, if the coupon isn't applied correctly at the pharmacy, and you're asked to pay a higher out-of-pocket cost, you can call the Care Team, and a Coordinator will work with the pharmacy to fix the error. Or, if you've already paid for the medication, and the Care Team notices when monitoring claims that the coupon was applied incorrectly, a Coordinator will contact you and the pharmacy, and make sure that you're reimbursed.

Who do I call with questions about the Cost-Share Assistance Program?

Please call our Care Team at **1-636-614-3128** (TTY: **711**), Monday through Friday, 8:00 a.m. to 7:00 p.m. ET.