

Frequently Asked Questions

Copay Assistance	
Program/Topic	Response/Information
How do I enroll in the Copay Assistance Program?	A BeneCard PBF Patient Advocate will contact you to explain the program. The Patient Advocate will help you and your doctor with enrollment, including transferring your specialty medications to our mail service pharmacy or a BeneCard preferred pharmacy. Some programs allow automatic enrollment by the Patient Advocate, while others require you to enroll directly with their guidance. Additional steps and paperwork might be needed, but BeneCard PBF will ensure your medications aren't delayed during the transfer. Delays can happen if further action isn't taken.
What options are explored if I am eligible for Copay Assistance?	If eligible, we'll explore different options like copay assistance, alternative funding, and foundational support. • Copay Assistance: A copay card from the drug manufacturer can reduce your out-of-pocket costs. You'll need to enroll with the manufacturer, and once eligible, the card will lower your medication costs. • Alternative Funding: Eligible members may receive free medication from the manufacturer. You'll answer questions about income and household size, and if qualified, fill out an application, and get approval from the manufacturer. Your prescriber will need to complete a portion of the application. • Foundational Support: This helps reduce costs for certain disease states but doesn't cover the full medication cost like the free drug program.
Which number do I call about the Copay Assistance Program?	You may contact us regarding enrollment in the Copay Assistance Program at 1-855-717-1274 , Monday – Friday, 8:00 AM – 8:00 PM EST.
Why do I need Copay Assistance?	Our Copay Assistance Program offers extensive cost assistance for specialty medications. Manufacturers and foundations often provide additional savings for specialty medications. We help simplify enrollment for copay assistance and alternative funding in which a member may qualify for \$0 copay. The goal of this program is to lower costs for both the member and the plan.
Is Copay Assistance only available for specialty medications?	Our Copay Assistance Program is designed specifically for specialty medications, helping to reduce your out-of-pocket costs. However, many non-specialty medications also offer copay cards provided by the manufacturer. If a copay or savings card is available for your medication, you can easily find instructions on how to enroll directly on the manufacturer's website. These cards can provide significant savings, making your prescriptions more affordable.

For onsite support, the BeneCard PBF team is available Monday, Tuesday, Thursday, and Friday from 9AM to 4PM in the Benefits & Wellness office #1-182B at 5775 Osceola Trail, Naples, FL 34109. To schedule an appointment please email us at collieronsitesupport@benecard.com.