

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® Welcome Team

Our Welcome Team consists of specialized representatives dedicated to supporting you prior to your plan's effective date. You can lean on them for support on general 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 Welcome Team at **855.649.3641** or **Welcome@rxbenefits.com**

RxBenefits' Welcome 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 Welcome Team to return their call.