

## **RxBenefits: Your Dedicated Support for Prescription Medication Assistance**

Effective January 1, 2024, RxBenefits has taken on the role of customer support provider for Lake County Board of Commissioners' pharmacy benefits.

While CVS remains the insurer for these benefits, employees and their family members should contact RxBenefits directly for any questions, concerns, appeals, or issue resolution related to their pharmacy benefits.

### **Why Contact RxBenefits?**

- ✓ Direct Human Support: Speak with a live representative—no complex automated systems.
- ✓ Expert Assistance: Our team is equipped to handle all pharmacy-related inquiries efficiently.
- ✓ Extended Availability: Member Services is available Monday – Friday, 7 AM – 8 PM CST to support your needs.

### **Contact RxBenefits for Assistance**

 Phone: 800-334-8134

 Email: CustomerCare@rxbenefits.com

### **Prior Authorization (PA) Requests**

 Submit PA Requests: RxBenefits PA Portal: <https://rxb.promptpa.com>

 Fax: 888-610-1180

 PA Support: 888-608-8851