



# INTRODUCING RX HELP CENTERS

## Helping employees and employers reduce pharmacy costs

Rx Help Centers, LLC is one of America's leading prescription advocacy organizations with a mission to help employees and the employer eliminate or significantly reduce the cost of the maintenance brand, single source generics and specialty drugs.

Established in 2009, Rx Help Centers serves hundreds of self-funded group clients of all sizes and thousands of members. Rx Help Centers' advocacy efforts are focused on accessing manufacturers' programs, grants, public and private foundation resources and U.S. based approved medications through retail and wholesale mail-order pharmacies to save money and promote adherence by members using our services.

Rx Help Centers is a fee-based, concierge prescription medication advocacy organization, not a discount card, pharmacy, or drug company. Rx Help Centers is not a replacement for the prescription drug plan offered by the employer. Our service is voluntary where we seek, one member/patient at a time, to match a their needs to a program that provides help for the member. When we are successful finding a Program for the member, the full cost of the drug is usually saved which results in a lower prescription drug spend for both the employer and the employee. Rx Help Centers receives no compensation from any manufacturer or Prescription Benefit Managers (PBMs).

Once a member voluntarily engages Rx Help Centers through a secure registration process, our Advocates contact the member within 24-48 hours. The Advocates work with the member and their doctor to get the necessary information to apply for the various programs' free or discounted medications. The initial process usually takes 3-4 weeks. When successful, drugs are delivered from the U. S. based manufacturer or their fulfillment provider to the member, their doctor, or to a local pharmacy depending upon the program requirements. The Advocate remains involved to monitor the delivery of the medications and continues to work with the member and doctor(s) to arrange for refills. The patient is always the customer.

## Getting a proposal from Rx Help Centers

For self-funded groups, the process starts with Rx Help Centers reviewing the most recent 12 months of detailed claims history furnished by the PBM or Third Party Administrator. The data is analyzed focusing on the higher cost maintenance brand name, single source generic and specialty drugs. A proposal is developed that estimates potential employer and employee savings and a return on investment based on the number of employees/dependents who would benefit from our services.

## Implementing the program

Once a group has accepted the proposal and the Agreement is executed, Rx Help Centers provides the broker/third party administrator customized communication materials. Based on a communications plan typically developed by the group and the broker or third party administrator, the initial introduction and on-going communications are established and the program is launched.

Members of the groups can register for Rx Help Centers assistance through a secure and dedicated on-line web link specific to the group. Paper enrollment documents are also provided to the group that can be printed and provided to the employees. It is at the option of the group regarding the way the employees will be invited and instructed to register.

## Ongoing support / service

Rx Help Centers works with the group, broker and/or third party administrator after the introduction of the program. This includes but isn't limited to:

- Participating in the development of the communications strategy
- Developing, upon request, other communication materials.
- Hosting webinars (initially or later).
- Providing monthly reports to identify participation and the success being realized by the program.
- Answering questions related to operational matters.
- Reviewing the performance of the program at intervals for the purpose of refining the strategies.

## The result

Rx Help Centers' goal is to provide financial relief for the employee, promote better adherence, lower absenteeism, and ultimately provide the employer with a reduction in pharmacy costs with a positive return on investment.

