

Contact Prescriber

Click. Switch. Save. Done!

Sometimes the greatest savings opportunities we find require a member to get a new prescription, request a specific NDC or ask their pharmacy for a generic. Always worthwhile from a financial standpoint, yet some members may be confused and perceive those steps as obstacles to behavior change. Not anymore!

Eliminating the Barrier

Most people would rather not call their doctor, even to save hundreds or thousands of dollars. That's why our Pharmacy Support team does it for them.

Contact Prescriber automates the process of requesting a change to a lower-cost, therapeutically equivalent prescription. With one click by the member, Rx Savings Solutions:

- Facilitates the prescription change with the physician or other prescriber and/or pharmacy
- Tracks the progress until the new prescription or new medication is confirmed
- Notifies the member throughout the process until the new prescription is ready for pick-up or delivery

Simpler, and Better

“Is there a more affordable option for my prescription?”

Physicians' offices are asked this question countless times every day. Maybe they know. Maybe they don't. Either way, they aren't equipped to know all the options. Rx Savings Solutions eliminates the guessing game. Contact Prescriber seals the deal.

By the Numbers



79 Seconds

Average time spent by member to switch a prescription



4.75 Days

Average time to complete request



**\$55 per fill/
\$442 per year**

Average member savings



**\$193 per fill/
\$1,694 per year**

Average plan savings



76% Success

New prescription requests completed via Contact Prescriber

How it Works:



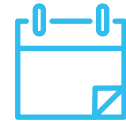
Our Pharmacy Support team will consult with the prescriber and make sure the lower-cost prescription is right for the member.



A follow-up email is sent to the member explaining our next steps and when they will be completed.



The member is notified when and where the new prescription is ready for pick-up.



If the change doesn't happen within 5 business days, Pharmacy Support will reach out to the member to discuss next steps.

What They're Switching to:

49%

Therapeutic
Alternative

18%

Fulfillment
Alternative

11%

Dosage
Optimization

8%

Dosage Form
Change

7%

Generics

7%

Combination
Split

Why it Doesn't Always Work

Roughly 15%-24% of Contact Prescriber requests aren't completed due to:

- Doctor denial of request for various reasons (refill expiration, too long since member's last visit, clinical opinion)
- Doctor proves to be unreachable
- Member isn't reachable on follow-up attempts

“It was so easy. (Rx Savings Solutions) called my physician for me. I selected which pharmacy I wanted it filled at and had MANY options to choose from, all near me and showing me which pharmacy was the cheapest. Love it!”

- Stephanie, member, Blue Cross and Blue Shield of Kansas City

“

I am a big believer in giving pats on the back, and I feel like Rx Savings really went over and above. The customer service is GREAT!!!”

- JB Davis, member, HD Supply

The best part is that they contacted my doctor and got the new prescription called into my pharmacy.”

- Catherine, member, Quest Diagnostics