

Welcome to RxBenefits!

What's new in 2017?

RxBenefits is your pharmacy benefit administrator (PBA). We have partnered with OptumRx to bring Hood College members greater discounts, better access, and improved member services.

Your new pharmacy plan will be effective July 1, 2017, and there will be no prescription benefits changes. You will be able to find materials regarding your prescription benefits package on the following website:

<http://www.hood.edu/campus-services/human-resources/index.html>

Member Services

As part of your enhanced pharmacy benefits experience, you will have access to *RxAssure*, RxBenefits' in-house Member Service Team, available to assist you with questions such as:



RxAssure can assist you with every aspect of your pharmacy benefit plan, from answering coverage questions and ordering ID cards to resolve complex issues. Unlike an automated call center, our service line is staffed by “live” knowledgeable representatives, averaging more than eight years of experience.

Member satisfaction is not simply something you measure; it is something you deliver. No matter what the issue or need, members can always expect *RxAssure* to:

- Act with urgency
- Remain responsive to change
- Follow all issues to resolution

Our goal is to understand your needs and to deliver honest relevant information, ensuring you can fully understand your options.

Contact Us

Questions? Contact *RxAssure* at 1.800.334.8134

RxAssure team members are available from 7:00 am to 8:00 PM CST, Monday - Friday. During weekend and after hours/holidays, members are given the option to speak with a PBM representative, or leave a message for us to return their call.



1.800.334.8134



RxHelp@rxbenefits.com