

# Help your patients control their prescription drug costs



**Introducing Rx Savings Solutions.** Healthcare providers can't be expected to know what every prescription will cost their patient at the pharmacy. That's why we work with Rx Savings Solutions (RxSS) to give our members drug pricing transparency.

## How it Works

- 1 Rx Savings Solutions uses software that layers on top of a patient's existing pharmacy benefit and health insurance.** It analyzes claims, formularies, plan designs and networks to find lower-cost prescription drug options that are covered by the patient's plan.
- 2 Nearly 70 percent of savings opportunities result from our clinical recommendations,** such as: therapeutic alternatives, dosage form changes or generic substitutions and clones.
- 3 Patients receive proactive notifications when there are more affordable, clinically effective options** for their prescriptions. They are empowered to make the best decision for their health and budget.

## Partnering with Providers

Since many of the recommendations Rx Savings Solutions makes are clinical, providers may be required to approve a switch to a lower-cost prescription. Here's what that means for you:

- Your office may be contacted by patients or pharmacies about these requested changes.
- Pharmacy technicians with Rx Savings Solutions may also contact your office—via phone or fax—on behalf of patients to obtain an approval.
- This process only takes a few minutes, and can make a big impact on your patients' health and medication adherence.

# Frequently Asked Questions

Check out these common questions to learn how Rx Savings Solutions (RxSS) can help your patients find more affordable prescription drug options:

## How does this work with a patient's health insurance and preferred pharmacies?

Rx Savings Solutions is an additional service offered to Mass General Brigham Health Plan members. It doesn't change anything about a patient's insurance plan, pharmacy preferences, mail-order options or other benefits. This is simply a new way to help them control their out-of-pocket prescription drug costs.

## What type of communication about Rx Savings Solutions should our office expect?

Your office may be contacted by patients or pharmacies to approve a switch to a lower-cost prescription. Pharmacy technicians with RxSS may also contact your office—via phone or fax—on behalf of patients to obtain an approval.

## What happens after I approve the new prescription?

Rx Savings Solutions will coordinate the fulfillment of the new prescription at the patient's chosen pharmacy. They will also contact the patient when the prescription can be picked up or has been shipped to their home.

## How do I contact Rx Savings Solutions if I have a question?

Call 1-800-268-4476 (TTY 800-877-8973). Para español, llame al 1-800-917-5572. Or email [support@rxss.com](mailto:support@rxss.com).

## How can I help my patients access their Rx Savings Solutions account to learn more?

To activate their Rx Savings Solutions account, members will need to be registered on the Mass General Brigham Health Plan member portal. Their RxSS account is accessible at any time from the Mass General Brigham Health Plan member portal.



### How can I help my patients use Rx Savings Solutions during a visit?

Eligible members have access to their Rx Savings Solutions account on their mobile devices.

They can also log in to our member portal at [https://](https://Member.massgeneralbrighamhealthplan.org/singlesignon/rxss)

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to proactively search for pricing and alternatives at the point of care.

You can review these options with your patient before a prescription is written to ensure they're getting the most effective medication at the most affordable price.

The Rx Savings Solutions account also includes a list of all covered medications a patient is taking, as well as reporting on medication adherence.



## Thank you

Mass General Brigham Health Plan appreciates your partnership in providing high-quality, affordable care to our members.