

Rx Plus Pharmacy Service Recovery

Frequently Asked Questions

The questions and answers below are provided to support health plan members experiencing service issues from Rx Plus Pharmacy.

Customer Service

Q: I called Rx Plus Pharmacy for assistance and encountered a long wait time. What steps are being taken to resolve this issue?

A: Our AdventHealth Rx Plus Pharmacy team has been working diligently to address member concerns, and staffing and service improvements are in place to ensure you receive assistance in a timely manner. **Current wait times have improved significantly**, with 75 percent of calls received answered within 60 seconds.

When you call, you will be provided with an estimated hold time and will be given the option of holding or leaving a voicemail message.

You can also contact Rx Plus Pharmacy by email at RxPlus.Pharmacy@AdventHealth.com for issues that are not urgent.

Q: I received a message that my payment method and/or other demographic information needs to be updated. How do I update my information?

A: When there is an issue with the credit card on file, or no credit card on file at the time payment is required, the member services team will reach out to you by phone, using the contact information in your profile. If there is no answer, they will leave a message and then immediately follow up by sending a message to the email address in your profile.

To update your payment method or any demographics, you can complete this form securely online: [Update Information Form | AdventHealth Rx Plus Pharmacy | AdventHealth](#). The Rx Plus Pharmacy team uses the information you provide to update your profile within 1-3 business days. If you prefer to provide this information over the phone, please call (866) 943-4535, Monday - Friday, 8am - 8pm ET.

Q: Is there a website for Rx Plus Pharmacy?

A: AdventHealth has a dedicated website to Make It Easy for team members and their dependents to navigate their prescription needs with Rx Plus Pharmacy. The [Rx Plus Pharmacy website](#) provides helpful resources including contact information, member portal access, pharmacy benefit guidelines and provider resources to assist your prescription needs. The website is mobile-friendly and easily accessible from your smart phone.

Prescription Orders & Refills

Q: What is the quickest and easiest way to fill my current prescriptions? Can I order a refill online?

A: Filling your prescription online is the most efficient way to fill a current prescription. Please visit [Rx Plus Pharmacy Web Refill](#) and log in. In the online portal, you will have the option to link any dependent profiles, manage refills and view the order status for yourself and any dependents. The online portal is also mobile-friendly for those logging in from their smart phone.

Note: Profiles are only accessible through the portal if you / your dependent(s) have an active account with Rx Plus Pharmacy. First-time users can register at [New Patient Registration | AdventHealth Rx Plus Pharmacy](#).

You can order a refill of your prescription up to a month in advance through the online portal.

Q: Do you provide auto-refills?

Yes. The Rx Plus Pharmacy auto-refill service automatically initiates the processing of your refill 30 days in advance. We highly recommend this option to reduce delays in receiving your medication.

To opt in and receive this service, please email RxPlus.Pharmacy@AdventHealth.com.

Q: How long will it take to receive my order?

A: Rx Plus Pharmacy will deliver your medications within 8 days (excluding weekends and shipping).

To avoid delays, please ensure you have provided the correct method of payment on your profile.

Q: I have not received my order yet. Where can I check the status?

A: The easiest way to check the status of your order is to visit the online refill portal here: [Rx Plus Pharmacy Web Refill](#). Simply register and follow the navigation to view your order status or to request refills. If you still have questions or concerns, please contact Rx Plus Pharmacy via email at RxPlus.Pharmacy@AdventHealth.com.

In the online portal, your order status will show one of the following:

Received means your prescription or refill request has been received and entered in the Rx Plus Pharmacy system.

In Process means the prescription is going through the workflow steps (pharmacist verified > insurance billing > payment collected > prescription fulfillment > pharmacist approved).

Shipped means your prescription has shipped, and you should receive it in approximately 3-5 business days.

Deleted means your payment method was denied and you have not responded to outreach requesting an updated payment method. Note: Rx Plus Pharmacy will hold prescriptions without payment for 7 days.

Q: How do I transfer my prescription to Rx Plus Pharmacy?

A: Transfer requests can be initiated in three different ways:

1. Complete a [Transfer Request Form](#).
2. Contact Rx Plus Pharmacy via email at RxPlus.Pharmacy@AdventHealth.com.
3. Call 866-943-4535 and select option 3 to connect directly with a member of our Transfer Department.

Note: Please have your prescription information available, including: medication name, strength, provider, prescription number and pharmacy information.

Coverage, Copays and Additional Cost Support

Q: How do I find out if my medication is covered?

The most recent list of covered medications and their copay tiers is always available for reference on the [Rx Plus Pharmacy website](#) under Helpful Tips by clicking on “Formulary Drug List.”

The April – June 2024 formulary may be found here: [AdventHealth CVS/Caremark Formulary \(April-June 2024\)](#).

Q: Why did my copays change?

A: In January 2024, CVS/Caremark became our new pharmacy benefit manager (PBM), and some medications covered by the health plan may have changed or may have a different copay.

Q: I have a copay card. How do I add it to my file?

A: Copay cards are offered by manufacturers to offset the out-of-pocket cost of medications. If you have a copay assistance card provided by your drug manufacturer that you would like to apply to your copay to reduce the cost of your brand name medication, you may either email a picture of the card or the processing information (BIN/PCN/Group/ID) to RxPlus.Pharmacy@AdventHealth.com, or call (866) 943-4535, Monday – Friday, 8am - 8pm.

Q: I am diabetic. Is there additional assistance available to cover the cost of my supplies?

A: As of April 1, 2024, diabetic patients (Type 1 or Type 2) can receive an Accu-Chek Guide Me glucometer, test strips and lancets for a \$0 copay by taking the following steps:

- Ask your provider to provide a new prescription for Accu-Chek Guide Me test strips and lancets to Rx Plus Pharmacy.

- Contact Rx Plus Pharmacy to request a new Accu-Chek Guide Me glucometer. Note: Free glucometers may take two weeks to ship.
 - **Email (preferred):** RxPlus.Pharmacy@AdventHealth.com
 - **Phone:** (866) 943-4535 (M-F, 8 am – 8 pm EST)

The Accu-Chek Guide Me glucometer is a reliable and easy-to-use blood glucose monitoring system that can help members manage diabetes.

Q: I take specialty medications. Is there additional assistance available to cover the cost?

A: Yes. The PrudentRx program is available for those enrolled in the Traditional Plan who use specialty medications. Once enrolled, your copay for qualifying specialty medications will be \$0.

Eligible Traditional Plan members should have received a letter from PrudentRx on behalf of CVS/Caremark with more information about this program. If you received a letter and have not enrolled, please do so by calling (800) 578-4403.

Note: This program is not available for Health Savings Plan (HDHP) members.

Q: Rx Plus Pharmacy has placed an override for my medication at a local pharmacy. What does this mean?

A: An override allows a local pharmacy to successfully bill the prescription to your insurance. This capability is used to help patients obtain medications during emergencies or when preferred pharmacies do not have the medication in stock.

Q: Can I be notified of my copay prior to the shipment of my medication?

A: If you have requested that we contact you with your payment due before shipping, or if it is your first fill of a prescription with a copay over \$100, we will call you by phone to notify you. If there is no answer, we will leave a message and immediately send you an email notifying you of the total payment due. **Your approval will be required before we proceed and ship your order.** If we do not receive a response within 7 business days, your order will be placed on hold and not shipped.

Contact Information & Resources

Website: MyAdventHealthRx.com

Prescription Refill Portal: RxPlus.AdventHealth.com/login

Email: RxPlus.Pharmacy@AdventHealth.com

Formulary Drug List (April – June 2024): [AdventHealth CVS Formulary 2024 \(April-June\)](#)

Phone: 866-943-4535