

Frequently Asked Questions

- 1) What is RightwayRx?
 - a) RightwayRx is a new Pharmacy Benefit Management service from Rightway Healthcare designed to provide you with the same white-glove service you have experienced through our Navigation platform to help you manage your pharmacy benefits. RightwayRx will provide you with a Pharmacist Navigator who is available to answer questions related to your medication therapy, savings opportunities, and other parts of your pharmacy benefits.
- 2) Who is eligible for RightwayRx?
 - a) RightwayRx is available to the employees and eligible dependents of employers who have selected RightwayRx to act as the Pharmacy Benefit Manager for their plan, and who have enrolled in their employer's benefit program.
- 3) How do I find out if my medication is covered?
 - a) Please download the RightwayRx app where you can find the latest version of the formulary, along with additional information such as a virtual ID card, medication history, and drug pricing information. You may also call us at 1-888-688-4428 for assistance in finding a formulary medication.
- 4) What is a Clinical Request/Prior Authorization and how do I obtain one?
 - a) Clinical requests or Prior Authorizations are tools we utilize to help manage your pharmacy benefit program. Your provider may be required to submit additional information to us for consideration in covering specific medications. If you need assistance in obtaining a prior authorization, please contact us at 1-888-688-4428.
- 5) How do I get help obtaining my medication at the pharmacy?
 - a) If you need immediate assistance in obtaining your medication, your pharmacy may contact the Pharmacy Help Desk number on the back of your ID card. You may also contact us at 1-888-688-4428. Our member services team is available 24 hours a day, 7 days a week, 365 days a year.
- 6) How do I obtain a mail order or specialty medication?
 - a) RightwayRx partners with Benecard Central Fill to provide specialty medication support. If you need assistance in obtaining a specialty medication, please contact us at 1-888-688-4428.

- 7) I have Rightway Healthcare as a part of my benefits already. Do I use the same app and Navigator?
 - a) RightwayRx is a service meant to complement your existing Rightway Navigation benefit. There is a separate app for RightwayRx with functionality specific to your pharmacy benefits program.
 - b) You will also be assigned a separate Pharmacy Navigator. Our Pharmacy Navigators are Clinical Pharmacists who are able to support you and your providers with medication therapy questions, cost savings opportunities, and general questions about your pharmacy program

- 8) Do I need to do anything to enroll with a Pharmacy Navigator?
 - a) No! Once you are enrolled into RightwayRx as a part of your employer's benefit program, you will be automatically enrolled into our Pharmacy Navigation programs. Your Pharmacist may contact you with medication therapy recommendations, and you may also ask to speak to a Pharmacist by calling us at 1-888-688-4428