

# Frequently Asked Questions

Check out these commonly asked questions to learn more about Rx Savings Solutions. For more information visit [myrxss.com/ProvidenceMA](https://myrxss.com/ProvidenceMA).

## How does this work with my health insurance and pharmacy benefit?

Rx Savings Solutions offers a service, brought to you by Providence Medicare Advantage Plans, that helps lower your prescription drug costs. This service doesn't change anything about your current insurance plan, pharmacy preferences or other benefits. Rx Savings Solutions uses software that is linked to your health insurance plan to find customized ways to lower your out-of-pocket prescription drug costs.

## How can Rx Savings Solutions save me money?

Rx Savings Solutions finds all the lower-cost medication options that treat your condition and are covered by your insurance. You and your doctor can decide what's best for your health and budget. Here are just a few ways you might be able to save money:

- Generic forms of name-brand drugs
- Better prices at different pharmacies or through mail-order
- Equally effective medications that treat the same condition but cost less than your current prescription

## How does this service work with my doctor?

Rx Savings Solutions finds ways to save and provides information you can discuss with your doctor to help make more informed decisions. If you decide to switch to a lower-cost prescription, you can even have Rx Savings Solutions contact your doctor directly to get their approval.

## How is this different from a coupon or discount program for prescription drugs?

Since Rx Savings Solutions is linked to your health plan, everything is personalized for you. They know the details of your prescription drug benefits and use that information to find the lowest-cost options covered by your insurance plan.

## How will I know if I can save money?

There are two easy ways to see if you can save money on your prescriptions.

1. Your Rx Savings Solutions account will always show any savings opportunities you may have on your current prescriptions. Anytime you start taking a new prescription that's covered by your insurance plan, it will automatically show up on your account with any options you might have to save. Plus, you can use your account to proactively search for pricing on any medication before your doctor gives you a prescription.
2. Rx Savings Solutions will contact you if there's a way to lower your prescription drug costs. You'll receive these messages—email, phone, text, letter—if there's a chance to save money on current prescriptions or new ones you start taking in the future.

## How do I use Rx Savings Solutions when I'm prescribed a new medicine?

Anytime you start taking a new prescription that's covered by your insurance plan, it will automatically show up on your online Rx Savings Solutions account (unless you use a coupon card that takes you outside of insurance). You'll be able to see any options you might have to save money, and you'll receive a message if you're paying too much. Your account also has a search feature to compare pricing options on medications before your doctor writes a new prescription.

## Real People. Real Savings.

“My new medication works just the same, and my savings (\$1,397 per fill) wouldn't have been possible without your help. Thanks Rx Savings Solutions.”

Curt  
Rx Savings Solutions  
member



## Questions?

Call 1-800-268-4476  
(TTY 1-800-877-8973)  
Monday-Friday, 5 a.m.-6 p.m. PST  
or email  
[support@rxsavingsolutions.com](mailto:support@rxsavingsolutions.com)

Rx Savings Solutions has a team of certified pharmacy technicians ready to help. No robots. No phone mazes. Just real pharmacy experts.