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| ***Your Account Team*** | *Primary day-to-day support to ensure smooth operation of your pharmacy plan* |
| **Kala Fields** |
| *Account Manager* |  | Phone: **205.206.7413** |
|  |  | ­Email: **KFields@rxbenefits.com** |
|  |  |  |
| **Nila Carpenter** |  | *Strategic point of contact post go-live; provides strategic plan management support* |
| *Strategic Account Executive* |  | Phone: **205-709-7383** |
|  |  | Email: **NCarpenter@rxbenefits.com** |
|  |  |  |
| ***Executive Oversight*** |  |  |
| **Anne Riley** |  | *Oversees account management performance* |
| *Manager,*  |  | Phone: **205.721.0314** |
| *Account Management* |  | Email: **ARiley@rxbenefits.com** |
| **Patrick Gribbin** |  | *Oversees account management performance and client relationship development* |
| *Director,*  |  | Phone: **205.936.0390** |
| *Account Management – Strategic Markets* |  | Email: **PGribbin@rxbenefits.com** |
|  |  |  |
| **Ben Pasker** |  | *Executive leadership and client related activities* |
| *Vice President,* |  | Phone: **205.807.6781** |
| *Account Management* |  | Email: **BPasker@rxbenefits.com** |
|  |  |  |
| **Nathan White** |  | *Strategic executive leadership and client relationship development* |
| *Chief Client Officer (CCO)* |  | Phone: **813.949.1951** |
|  |  | Email: **NWhite@rxbenefits.com** |

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| ***Client Services*** |  |  | ***Member Services*** |  |
| *Specialized team supporting the daily needs ofclients, consultants & account management teams* |  | *Experienced, high-performing call center teamdelivering superior level of service to members* |
|  |  |  |  |  |
| *Phone:* ***866.769.5987*** |  | *Phone:* ***800.334.8134*** |
| *Email:* **ClientServices@rxbenefits.com** |  | *Email:* ***CustomerCare@rxbenefits.com*** |
| *Monday – Friday: 7:00 AM to 6:00 PM CT* |  | *Monday – Friday: 7:00 AM to 8:00 PM CT* |
| *Eligibility Verification* | *Claim Status* |  | *Locate Pharmacy* | *Benefit Questions* |
| *Verification of Benefits* | *Pharmacy Information* |  | *Coverage Questions* | *Program Questions* |
| *Plan Authorized Overrides* | *Urgent Eligibility Issues* |  | *Paper Claims* | *ID Card Information* |
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| ***Billing / Accounting*** |  Email: **RxBAccounting@RxBenefits.com** |