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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 of clients, consultants & account management teams* | | | |  | *Experienced, high-performing call center team delivering 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** |