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Description automatically generated with low confidence

***Your specialized team supporting the daily needs of clients with onsite pharmacies and their consultants.***

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| *Eligibility Verification* | *Verification of Benefits* | *Claim status* |
| *Plan authorized overrides* | *Urgent Eligibility Issues* | *Pharmacy information* |

***For any Specialty medications the inhouse pharmacy is unable to fill:***

1. Pharmacy MUST first contact RxBenefits PACE Line at [**clientservices@rxbenefits.com**](mailto:clientservices@rxbenefits.com) or by calling **1.855.391.5746** from 7am-6pm CST Monday through Friday to set up an override which will allow the Rx to be filled at Accredo Specialty Pharmacy.
2. Contact Accredo at 1.866.759.1557 to verify their fax number.
3. Fax the Rx to Accredo along with the member contact information. Accredo will reach out to the member and the physician to start the process.
4. Or the member can contact Accredo by phone at 1.866.759.1557 to start the process (fastest method)

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| ***Your Account Team*** |  | | |  | |
| **Kala Fields** |  | | | *Primary day-to-day support to ensure smooth operation of your pharmacy plan* | |
| *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* |
| *Senior Manager,* | |  | | | Phone: **205.721.0314** |
| *Account Management – Strategic Markets* | |  | | | Email: **ARiley@rxbenefits.com** |
| **Chantal Gerckens** |  | | | *Oversees account management performance* | |
| *Manager,* |  | | | Phone: **203.627.2962** | |
| *Strategic Account Executives – Strategic Markets* |  | | | Email: **CGerckens@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** |
|  |  | | |  | |

***Member Services***

***Experienced, high-performing call center team delivering superior level of service to members for assistance needed.***

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| --- | --- | --- |
| *Benefit questions* | *Program questions* | *ID Card Assistance* |

Phone: 800.334.8134; Email: [**CustomerCare@rxbenefits.com**](mailto:CustomerCare@rxbenefits.com)Monday – Friday: 7:00 AM to 8:00 PM CT