

## Key Contacts

### Your Account Team

**Dawn McGuire**

Account Manager

Primary day-to-day support to ensure smooth operation of your pharmacy plan

Phone: **531.721.8964**

Email: **DMcGuire@rxbenefits.com**

**Kaylen Doua**

Strategic Account Executive

Strategic point of contact post go-live; provides strategic plan management support

Phone: **205.364.2697**

Email: **KDoua@rxbenefits.com**

### Executive Oversight

**Anne Riley**

Sr. Manager, Account  
Management,  
Healthcare Markets

Oversees account management performance

Phone: **205.721.0314**

Email: **ARiley@rxbenefits.com**

**Ken Whitford**

Senior Director,  
Healthcare Markets

Senior leadership and escalated client related activities

Phone: **551.404.5876**

Email: **KWhitford@rxbenefits.com**

### For HR & Consultants

**Client Services**

Specialized team supporting the daily needs of clients,  
consultants & account management teams

Phone: **866.769.5987**

Email: **ClientServices@rxbenefits.com**

Eligibility verification

Verification of Benefits

Plan authorized overrides

Claim status

Pharmacy information

Urgent Eligibility Issues

### For Employees

**Member Services**

Experienced, high-performing call center team delivering  
superior level of service to members

Phone: **800.334.8134**

Email: **CustomerCare@rxbenefits.com**

Locate pharmacy

Coverage questions

Benefit questions

Program questions

### Billing / Accounting

Email: **RxBAccounting@rxbenefits.com**