



# Frequently Asked Questions

The cost of prescription medications is on the rise. Unfortunately, the high cost of medications may mean higher costs to health plans, which may also mean an increase in out-of-pocket costs for you and your loved ones. If you are unable to afford the high cost of your medications, you might find yourself in a position of having to make difficult decisions about proceeding with the recommended treatment and your other financial obligations. Not continuing with your treatment may lead to a decline in your health and additional complications.

HelpScript helps patients maximize savings available from manufacturer assistance programs that may reduce your copays and decrease out-of-pocket costs.



## Your Questions Answered

We've put together some commonly asked questions to help you understand more about the HelpScript service and how it may help you.

**Q: What is the HelpScript service?**

**A:** Many drug manufacturers offer patient copay assistance programs to reduce the direct cost to patients. HelpScript harnesses these manufacturer programs to reduce or eliminate high out-of-pocket costs for members to make sure the programs work with your plan and plan benefits. There is no cost for you to participate and we will help you with accessing the copay assistance when it is available.

**Q: What are manufacturer copay assistance programs?**

**A:** Drug manufacturers provide copay assistance programs to prevent patient out-of-pocket costs from being an obstacle for treatment. These programs often utilize copay cards to lower out-of-pocket costs for eligible health plan members.

**Q: How do I enroll?**

**A:** If your physician prescribes a medication that offers manufacturer copay assistance, you will be contacted by one of our Patient Advocates who will assist you, if you are interested in enrolling.

**Q: What happens when I enroll into HelpScript?**

**A:** You will continue to receive your medication as you have been. Your medications will be associated with a copay assistance program from the drug manufacturer. Once you are enrolled you may be able to have out-of-pocket costs covered for these specialty medications.



**Q: How exactly does it work, how will it benefit me, and why do I have to enroll?**

**A:** First, you will be contacted by one of our highly trained HelpScript Patient Advocates. Our advocates provide concierge-level service and will enroll you into the HelpScript service. Once enrolled, you may have all of your out-of-pocket costs covered for qualifying specialty medications. The reason for your enrollment is to ensure we capture the maximum savings available from manufacturer copay assistance programs.

**Q: How do I know if I'm eligible for this?**

**A:** To see if you are eligible or currently enrolled, please contact HelpScript. Your HelpScript Patient Advocate will help determine your eligibility and assist with the enrollment process.

**Q: Does every member qualify?**

**A:** No, unfortunately not every member will be able to qualify. Some drug manufacturers do not offer copay assistance. Others have included rules in their programs that establish limits for eligibility. Your HelpScript Patient Advocate will help determine your eligibility and assist with the enrollment process.

**Q: What are the member qualifications?**

**A:** The member exclusions are set by the drug manufacturer copay assistance programs. Some exclusions may be related to age limits, state-specific restrictions, or government insurance, such as Medicaid, Medicare, or Tricare.

**Q: How many specialty medications are included?**

**A:** Currently there are more than 200 specialty medications in HelpScript, and we are continuously adding new medications as they are released to the market. Your HelpScript Patient Advocate can provide more information about these medications and if your medication is covered.

**Q: What type of specialty medications are covered?**

**A:** Many different classes of medications are covered in this program, which include treatments for autoimmune diseases, rheumatoid arthritis, cancer, multiple sclerosis and many more.

**Q: How do I know if my specialty medication is included?**

**A:** We will provide your plan with a list of covered medications. You will also have access to this list in your benefits portal. If you are already taking an eligible medication when your plan implements the service, we will reach out to you to start the enrollment process. A HelpScript Patient Advocate can help determine your eligibility and assist with the enrollment process.

**Q: What happens if I start a new, different specialty medication?**

**A:** If you start a new specialty medication, one of our HelpScript Patient Advocates will contact you and provide you with a seamless process of enrolling into another copay assistance available for the new medication if that medication is eligible.

**Q: What happens when my medication is not eligible anymore?**

**A:** The HelpScript team is constantly monitoring any changes made to these specialty copay programs. The HelpScript Patient Advocate Team will contact you via phone or letter to let you know that there have been some changes made to a medication you are currently taking. If the specialty medication is no longer eligible, the copay will revert to the original plan benefit.

**Q: What happens when I no longer want to be enrolled?**

**A:** We strongly suggest that you enroll into HelpScript, and the Patient Advocate Team can discuss the service with you. If you still decide you do not wish to enroll, you will remain on the original plan and copays for specialty medication.

**Q: Do I have to enroll each year that I am on therapy?**

**A:** If copay assistance for your medication needs an annual renewal, our Patient Advocate Team will contact you to obtain all the pertinent information needed to continue your enrollment. If you ever have questions after enrollment, please call us and we will answer any questions you may have.

**Q: If I'm not enrolled, will I still receive my treatment from my physician?**

**A:** Yes, you will continue to receive treatment and there will not be any break in your therapy if you are not enrolled. However, we strongly recommend that you enroll, because if you do not, you will revert to your original plan and specialty medication copay.

**Q: In the past, I've had my medication given to me in an outpatient setting. Will HelpScript still apply to that type of setting?**

**A:** Yes, this service currently only applies to outpatient settings; therefore, you will still be able to participate.

**Q: Do I have to contact my physician to be a part of HelpScript?**

**A:** No, you have nothing to worry about. Our Patient Advocate Team will take care of everything for you, and they will make sure your physician has been notified about HelpScript. The Patient Advocate Team will provide all the pertinent information to your physician.

**Q: Is there a cost to participate in HelpScript?**

**A:** There is no cost for you to participate. By participating, your out-of-pocket costs for your medication may be \$0.

**Q: Am I able to enroll my dependents on their behalf?**

**A:** Anyone covered by your benefit plan may be eligible to participate. We suggest that you enroll any covered individuals for HelpScript if they are prescribed specialty medications.

**Q: Am I going to keep getting calls from HelpScript?**

**A:** No, we will call you initially to enroll you and answer any questions you may have at that time. If you ever have any questions after enrollment, please call us.

**Q: Does the copay assistance count towards my deductible, coinsurance, or out-of-pocket maximum?**

**A:** Copay assistance amounts are excluded from your deductible, coinsurance, and out-of-pocket maximum. If there is a minimum patient payment amount, that amount will count toward accumulators as true out-of-pocket expense.

**Q: What will I pay for my medication once I am enrolled?**

**A:** By enrolling in HelpScript, all member out-of-pocket amounts may be covered, including manufacturer copay amounts, so you may not have to pay anything for the cost of your medication. Only the amount you pay will apply toward your deductible or out-of-pocket accumulator.

**Q: Why does the member portal and my invoice show a higher copay (e.g., \$1,200.00)?**

**A:** The higher copay is not reflective of your actual financial responsibility as it does not include the copay assistance. Your true copay responsibility may be \$0.

**Q: What can I expect from the Patient Advocate Team?**

**A:** The Patient Advocate Team is in place to assist you through the enrollment process, as well as help answer any ongoing questions you may have about HelpScript and how it works with your benefit plan.