

Frequently Asked Questions

For Brokers and Groups

Health New England believes in the importance of educating our members to be better consumers of their healthcare. With medical and pharmacy expenses increasing faster than the economy, it is important that Health New England demonstrates leadership to help keep healthcare affordable for our members.

1. WHAT IS RX SAVINGS SOLUTIONS AND HOW WILL MEMBERS BENEFIT?

Health New England is partnering with Rx Savings Solutions to offer an innovative pharmacy savings tool. Based on real prescription pricing, the tool uses claims data, the member's actual plan benefits and accumulators to determine how they can save money at the pharmacy. Members in the program will receive text and/or email notifications of savings opportunities on their prescriptions.

Members can save in a variety of ways, such as switching to another pharmacy with lower out-of-pocket prices, trying a generic or learning about clinically equivalent therapeutic alternatives. In addition, the tool includes online search capability so members can proactively view prescription savings opportunities.

2. WHEN WILL THE RX SAVINGS SOLUTIONS TOOL LAUNCH?

The tool will be available to members beginning summer 2019. Awareness emails will begin to members at that time and proactive savings notifications will begin via email and direct mail 30 days later.

3. WHO IS ELIGIBLE FOR THE RX SAVINGS SOLUTIONS TOOL?

Health New England is sponsoring this program for members across all market segments, except groups that do not have prescription drug benefits through Health New England and its pharmacy benefit manager.

4. HOW DO MEMBERS ACCESS THE TOOL?

Members can access the Rx Savings Solutions tool by logging into my.healthnewengland.org in the Pharmacy section.

5. HOW ARE MEMBERS NOTIFIED OF SAVINGS OPPORTUNITIES?

Rx Savings Solutions will be promoted throughout the Health New England member portal, my.healthnewengland.org as well as through a marketing awareness campaign. Rx Savings Solutions and Health New England will begin with an awareness email campaign in July 2019 to members with an active email address on file. Direct mail, text and/or email notifications will begin about 30 days later. To receive text message alerts, members must log in to their portal and verify their preferred mobile phone number. If they do not take this step, they will only receive email notifications. Members can opt out of notifications at any time, and also opt out of notifications on a medication-specific level.

6. CAN MEMBERS OPT OUT OF NOTIFICATIONS?

Yes. Each email and text notification will include an unsubscribe link. Members can also update their communication preferences in their Rx Savings Solutions portal through their Health New England member login.

7. CAN EMPLOYERS PROVIDE THEIR EMPLOYEES' EMAIL AND PHONE NUMBERS TO HEALTH NEW ENGLAND TO ENSURE THEY RECEIVE THE NOTIFICATIONS?

Employers can only provide email addresses to Health New England. Employers cannot provide mobile phone numbers due to the Telephone Consumer Protection Act.

8. WHERE WILL MEMBERS BE DIRECTED FOR ASSISTANCE WITH THE NEW TOOL?

To reach the Rx Savings Solutions toll-free help line, call 1-800-268-4476, 8 a.m. to 9 p.m. ET, Monday through Friday.