

Learn more about the Cost Relief program

Answers to frequently asked questions



What is Cost Relief?

The Cost Relief program offers select specialty medicines at no cost — after you meet your deductible — when you fill the prescription with the exclusive specialty pharmacy in your network.¹

What is a deductible?

A deductible is a set amount you pay out of pocket each year before the plan starts to help pay for covered medicines.

How do I get to a \$0 payment?

Once you complete enrollment in Cost Relief, you will pay your share of the cost for specialty medicines until you reach your deductible.² When you reach your deductible, you will pay \$0 for eligible specialty medicines.

How does Cost Relief work?



A Cost Relief representative reaches out about the program by mail, phone, and email.³



Once enrolled, we work with drug manufacturers to sign you up for manufacturer copay assistance.⁴



You will receive ongoing support to manage enrollment and renewals for copay programs.



The copay assistance will be applied to your current and future prescription fills, resulting in a \$0 copay.

Is there additional information about payment that I should know?

Any amount paid by manufacturer copay assistance will not count toward your deductible and out-of-pocket maximums. This may be a change to how your prescriptions were handled previously.

Do I have to use the Cost Relief program?

If you do not wish to participate in this program, you can opt out, but in doing so, you will be responsible for a portion of the cost of the specialty medicine. If you choose not to complete your enrollment in Cost Relief, you may have to pay up to 45% of the cost of your medicines if it is included in the Cost Relief program, even if you have already met your deductible or out-of-pocket limit with other claims.

Who should I contact if I have more questions?

Our specially trained Cost Relief representatives can answer your questions. Please call **877-638-4008** Monday through Friday from 8 a.m. to 8 p.m. ET. If you speak a language other than English, language assistance is available at no extra cost (TTY: 711).



¹ Your plan may offer the Cost Relief program through additional specialty pharmacies. Call Pharmacy Member Services at the phone number on your member ID card for more information.

² Copay and your share of the costs (coinsurance) are the amounts you pay out of pocket for a prescription medicine under your plan. They may be a fixed amount, a percentage of the prescription price, or other charge.

³ Eligibility for third-party copay assistance programs depends on the terms and conditions required by that program and can change. Copay assistance programs may not be used with any government payor plan.

⁴ Please note that even if a manufacturer does not offer copay assistance for your medicine(s) eligible for Cost Relief, your cost will be \$0 out of pocket if you are enrolled in Cost Relief and have met your deductible for the year. Manufacturers assistance dollars do not apply towards accumulators regardless of enrollment status.

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