



Learn more about the Cost Relief program

Answers to frequently asked questions



What is Cost Relief?

The Cost Relief program offers you select specialty medicines at no cost to you. That means a \$0 copay when you fill the prescription with the exclusive specialty pharmacy in your network.^{1,2}

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.

Is there a deadline to sign up for Cost Relief?

No. You can enroll at any time, but only eligible prescriptions filled after you sign up for Cost Relief will have a \$0 out-of-pocket cost.

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).

¹Your 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.

²Copay 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.

³Eligibility 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.

⁴Please 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.