

# Frequently Asked Questions

## What is Rx Savings Solutions? How does it work?

Rx Savings Solutions is a no-cost program that is a part of your health plan. This confidential program provides you and your plan dependents with cost-saving opportunities on your medications. Rx Savings Solutions looks at the medications you take and prepares a personalized prescription savings plan for you. When there is an opportunity to save, Rx Savings Solutions will send you a text or email letting you know to log in and view your savings opportunities. Rx Savings Solutions is a fully HIPAA-compliant company. To learn more about how Rx Savings Solutions handles your information, please visit the privacy policy at: <https://rxsavingsolutions.com/privacy-policy>.

## Is this the same as my CURRENT Insurance or Mail Order Pharmacy?

Rx Savings Solutions is not the same as your prescription insurance. It is an additional program that is being offered to you and your health plan dependents to alleviate your out-of-pocket costs for prescription medications. We strive to lower your cost at the pharmacy you choose.

## How do I get the savings Rx Savings Solutions has found for me?

Details of each savings opportunity are available on your Rx Savings dashboard. To access, log in at [bcbsla.com/rxss](https://bcbsla.com/rxss). The secure website will walk you through the rest of these steps. There is even a “Dear Prescriber” letter to send to your doctor, who will be able to see the suggestions that have been made. We will also notify you when we find savings on your prescriptions, based on your contact preferences.

## What if I am not interested in the savings suggestions made?

The savings Rx Savings Solutions finds for you are suggestions for making more informed decisions about your healthcare. You may use the suggestions if you and your prescriber feel they are a good fit for you. If not, there is no requirement to use the savings found.

## When I login to my account, I don't see one of the medications I'm taking. Why isn't it there and how do I add it?

The medications listed on your dashboard are those which you have filled in the last 6 months. In addition, the claims information that Rx Savings Solutions receives from your insurance company comes at a slight delay. If you have started a new medication, you can wait for the information from your insurance company to be delivered to Rx Savings Solutions, or you can use the Search Drug Prices tool located on your dashboard.

## How do I look at my dependent's prescriptions?

You will have access to savings information for any minor dependents (under 18 years of age) on your dashboard. Adult dependents (18 years of age and older) will be required to create their own profile, but you can see on your dashboard whether they have a savings alert.

## Access your account at [bcbsla.com/rxss](https://bcbsla.com/rxss)

### Questions? Contact Blue Cross.

To reach the Blue Cross Rx Savings Solutions toll-free help line, call **1-844-706-2583 (BLUE)**, 8 a.m. to 5 p.m., Monday through Friday, except office holidays.

Rx Savings Solutions is an independent company that provides retail prescription drug cost information to many Blue Cross and Blue Shield of Louisiana and HMO Louisiana, Inc. members.

Nondiscrimination Notice: Blue Cross and Blue Shield of Louisiana and its subsidiaries, HMO Louisiana, Inc. and Southern National Life Insurance Company, Inc., comply with applicable federal civil rights laws and do not exclude people or treat them differently on the basis of race, color, national origin, age, disability or sex in its health programs and activities.

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