



Rx Savings Solutions Frequently Asked Questions for Providers

Q. What is Rx Savings Solutions? How does it work?

A. Rx Savings Solutions is a free, confidential prescription pricing service that may provide your patients with cost-saving opportunities on their medications. Rx Savings Solutions looks at the medications your patients are taking and determines ways they could save money on them.

When there is an opportunity to save, Rx Savings Solutions will automatically notify via mail, email or text. Additionally, they can search for medication pricing online.

If your patient requests, a member of the Rx Savings Solutions Pharmacy Support team may contact you to request a change to a lower-cost, therapeutically equivalent prescription.

Rx Savings Solutions is a fully HIPAA-compliant company. They do not share or misuse information. To learn more about how Rx Savings Solutions handles information, please visit their privacy policy at: rxsavingsolutions.com/privacy-policy.

Q. Is this the same as insurance or a home delivery pharmacy?

A. Rx Savings Solutions is not an insurance company or a home delivery pharmacy. It is an additional service and transparency tool provided by Fallon Health to our Fallon Medicare Plus™ and Fallon Medicare Plus Central Medicare Advantage members.

Q. Which Fallon products qualify for this service?

A. Fallon Medicare Plus and Fallon Medicare Plus Central.

Q. Are the recommendations Rx Savings Solutions makes mandatory?

A. No, they are not mandatory. Rx Savings Solutions' recommendations are intended to help your patients make more informed decisions about their healthcare. We recommend that our members discuss these suggestions with you. If you do not feel the suggestions are right for your patient, they don't have to do anything.

Q. How does Rx Saving Solutions get my patients' prescription information?

A. They receive secure, encrypted claim files from Fallon for prescriptions filled in the last six months. Rx Savings Solutions is a HIPAA-compliant service, and your patients' personal health information will not be shared with anyone.

Q. Does Rx Savings Solutions have a Customer Service department?

A. Yes, Rx Savings Solutions provides personal prescription consultation whenever your patient needs it, free of charge. You may contact them as well. They can be reached Monday–Friday from 8 a.m.–9 p.m. at 1-800-268-4476 or by email at support@rxsavingsolutions.com.

Q. How am I going to be involved in the process if a patient wants to change prescriptions?

A. Your patient may contact you prior to making a change. Or, you could hear from Rx Savings Solutions. A member of the Pharmacy Support team may contact you to request a change to a lower-cost, therapeutically equivalent prescription. This service:

- Facilitates your approval for the change, or automatically instructs a pharmacy to transfer or change a prescription (if approval isn't required).
- Handles all follow-up until the new prescription or new pharmacy is confirmed.
- Notifies your patient throughout the process until the new prescription is ready for pick-up or delivery.