

How to Get Started in the Copay Assistance Program

Easily enroll with BeneCard PBF member assistance.

Our Patient Advocates will contact you to verify your medication is eligible, get you started with our Copay Assistance Program and collect documentation as needed. You can also contact BeneCard PBF directly by calling 1-855-717-1274 if you would like to get a head start and initiate the process yourself if you are prescribed a specialty medication.

We help you connect to the right pharmacy.

Often, specialty drugs are limited to being dispensed by certain pharmacies. We have a network of pharmacy partners, in addition to our own specialty pharmacy, so that you can be certain your drug will be available to you. Patient Advocates will help you find the right pharmacy for your situation and make sure your prescriptions are set up for delivery to you.

Serving you is our priority.

Your Patient Advocate will review your eligibility for cost reduction from drug manufacturer copay assistance programs. The advocate will also see if you qualify for support from the many foundations and charitable organizations that provide patient assistance in obtaining specialty medications at lower costs. We keep you informed of everything done on your behalf and will let you know your final amount out-of-pocket cost.

Have your medication shipped where you need it.

The specialty pharmacy will contact you to arrange payment and confirm your preferred shipping address for your medication. If you agree to your out-of-pocket costs, the specialty pharmacy will ship the medication to your home, work, or doctor's office.

We're here to help.

Please call 1-855-717-1274 or the phone number on the back of your BeneCard PBF ID card for help with questions about lowering the cost of your specialty medications.

Answers to Frequently Asked Questions

Why do I need to use a different pharmacy for my prescription?

The specialty pharmacies that make up our proprietary network are chosen based on their ability to provide high-touch, exemplary patient support for your specific condition. Our goal is to deliver the best possible patient experience.

Am I still able to use my current pharmacy?

In some cases, you may be able to stay with your current pharmacy. There are many benefits to using the specialty pharmacy we refer you to, including the chosen pharmacy's comprehensive expertise in treating specialty conditions such as yours.

What if I don't get a call from the pharmacy to schedule medication delivery?

If you haven't got a call, please contact us at 1-855-717-1274. A Patient Advocate will request information about your prescription and the pharmacy filling the order, then they will follow up with the pharmacy on your behalf.

What if the out-of-pocket cost for my medication is too high?

If you have any questions about your medication cost, please call us at 1-855-717-1274. A Patient Advocate can work with the specialty pharmacy to make sure that assistance has been correctly applied to your prescription order.

Why do I need to speak to the specialty pharmacy to obtain my prescription?

You must speak with the specialty pharmacy for a consultation and to arrange for payment and shipment of your medication. The pharmacy cannot ship your medication without speaking to you. Please return the pharmacy's call as soon as possible to prevent delays in filling your prescription.

For questions about lowering costs for your specialty medications, please call BeneCard PBF at 1-855-717-1274 or the phone number on the back of your BeneCard PBF ID card.