



Question	Answer
1. What does HSRx offer through this program?	HSRx works with drug manufacturers to access available assistance to reduce drug costs. Their Smart RxAssist program helps to lower the cost of select high-cost, provider-administered drugs processed through a patient's medical benefit.
2. How can I get more information about Smart RxAssist and patient eligibility?	View our instructional flyer for steps to determine patient eligibility. The Additional Coverage tab in <i>ProviderAccess</i> Eligibility and Benefits will display a HSRx phone number specifically for your patient's group. You can also email FinancialAssistance@HealthSmart.com . Visit AlabamaBlue.com/Providers/HealthSmartRx for more information on the program.
3. Why is Blue Cross requiring enrollment in Smart RxAssist as part of a patient's medical drug benefit when other plans have not yet required this?	HSRx is one of the first vendors in the industry to put a medical drug copay assistance program on the market. With increases in medical drug costs, our customers expect us to be innovative in managing medical drug spending and trends. It requires working through new programs and processes to mitigate rising costs. The introduction of this program is an important step to support our members.
4. What should I do if I have questions?	We have engaged HSRx to provide additional member and provider support as we navigate this program and the new processes that may be required. Reach out to HSRx via phone or email as noted in the answer to question 3 (above). HSRx Patient Advocates can address member or provider questions or concerns.
5. Why did Blue Cross choose HSRx's program?	We chose to implement this program due to HSRx's expertise in navigating medical drug manufacturer assistance programs. HSRx works with the drug manufacturers on the patient's behalf to take the enrollment burden off the patient and provider.
6. Why does HSRx need to call my office?	If you receive a phone call from HSRx, they need your assistance in gathering patient information in order to enroll the patient in Smart RxAssist. The amount of information needed will vary depending on the drug the member is prescribed. HSRx handles most of the work and will outline the specific information you need to provide on the enrollment forms.
7. How can I find out what drugs are included in the Smart RxAssist program?	You can find a drug list at AlabamaBlue.com/Providers/HealthSmartRx .
8. Will this drug list change?	Yes, drugs in scope for this program may change. Always view the most current drug list on our dedicated webpage. HSRx will also reach out to you when a patient starts new therapy with a drug included in the program.
9. Whom should I contact if I have questions regarding my remittance?	Direct your reimbursement and specific program questions to HSRx. They will be able to answer your questions and concerns. If your questions are not fully answered, reach out to your Provider Networks Consultant or email Ask-PSC@bcbsal.org .



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10. Does HSRx provide enrollment confirmation?	Yes, you should get a fax confirmation after the patient is enrolled. Providers can also contact HSRx via phone or email (as noted in the answer to question 3 on Page 1) to confirm enrollment.
11. What are my responsibilities in this process?	You may have to provide signatures or other specific information on the copay assistance enrollment forms. HSRx will provide most other pertinent information needed for patient enrollment.
12. Can HSRx pull information from the precertification rather than requiring me to duplicate the information?	HSRx will complete most of the requested information on the form(s) with the exception of enrollment forms that have a specific section for providers.
13. Will the information required on the forms vary depending on the drug?	Yes, each drug in the program may have a different enrollment form. Some may be quick and some may take a bit longer. Some will require no provider input or only a provider signature. Others may require a little more information, such as a diagnosis. HSRx will fill out the majority of the requested information on the enrollment forms, making it easier for you and your staff.
14. Will I be required to send medical records with the form in some instances?	Most of the time, a few signatures are all that is required. However, there may be some instances when more information is required, and this may include a diagnosis code and/or diagnosis. HSRx will communicate exactly what is needed from the provider to be completed if additional information is needed.
15. How efficient is HSRx in enrolling patients and notifying providers so they can provide treatment?	<p>Approved precertifications are sent to HSRx the subsequent morning. The time to reach the provider regarding confirmation of enrollment will depend on the success in engaging the patient to initiate the enrollment process. If HSRx is successful that day, then the provider will be notified very quickly. If there is difficulty in contacting the patient, then the process may be delayed. This is another reason why it's important for providers to engage in the enrollment process.</p> <p>For same-day treatment situations, the provider can also assist in making sure the patient is aware of the program (i.e., a phone call from HSRx should be expected the next day or soon after). The office can also call HSRx directly to work through any specific scenarios, and this would include proactively contacting HSRx if they do not want to wait for the phone call.</p>
16. How do I bill for the coupon if a patient has secondary coverage?	<p>Bill according to your standard procedure. HSRx will provide the following instructions:</p> <p><i>The copay card is intended to be billed to the drug manufacturer as the secondary payer, after Blue Cross' primary payment.</i></p>
17. Am I able to enroll the patient in the program on the patient's behalf?	Since many providers have expressed an interest in this, we are now allowing providers to handle enrollment for a patient.