

# MyPrescription Shopper for Providers

What do Tufts Health Plan members really want from their health benefits? More clarity and less confusion. Choices, but just as often, answers. Self-service, but also personal assistance when they need it. Above all, they want real value for their personal and financial health. We provide all of the above to our members.

## Elevating the Pharmacy Benefit Experience

MyPrescription Shopper, powered by Rx Savings Solutions, layers on top of the existing pharmacy benefits to provide personal prescription guidance for every member on the health plan. **How?**

- **Complete Transparency** – A patented online tool to deliver an unbiased view of every price and available savings opportunity for each prescription on a member’s claim.
- **Intelligent Software** – Algorithms quickly analyze all possible clinical and financial therapies to maximize savings opportunities.
- **Member Alerts** – Personalized alerts are sent via email, text or push notifications whenever savings opportunities are found.

## The MyPrescription Shopper Difference

What separates MyPrescription Shopper from the rest?

- **Simplicity** – MyPrescription Shopper helps members navigate a complex, confusing system and boils it down to simple and actionable choices.
- **Clinical Depth** – Nearly 70% of delivered savings result from clinical recommendations, not just generics, coupons or copay cards.
- **Engagement** – Members don’t have to search for us or their savings opportunities; we find them and do all the work.

### Provider Impact

Many of the recommendations MyPrescription Shopper makes to members are clinical and may require a prescription change from the provider in order to obtain member savings.

Your office may be contacted via phone or fax for your approval to switch a member’s prescription. This impact on a provider’s time is minimal, and we can offer significant cost-savings for members.

#### Questions?

For more information, contact MyPrescription Shopper Pharmacy Support Team at 1-877-380-1999 or [support@rxsavingsolutions.com](mailto:support@rxsavingsolutions.com) to learn more about helping members reduce their drug costs.

# Frequently Asked Questions

## What is MyPrescription Shopper?

MyPrescription Shopper, powered by Rx Savings Solutions, is a confidential service that provides eligible Tufts Health Plan members<sup>1</sup> and their covered dependents with cost-savings opportunities on prescription medications. MyPrescription Shopper looks at the medications they take and prepares a personalized prescription savings plan accordingly. When there is an opportunity to save, MyPrescription Shopper may send a direct mail, text or email notification letting the member know to log in and view their savings opportunities. MyPrescription Shopper is a fully HIPAA-compliant company. To learn more about how MyPrescription Shopper handles member information, please visit the privacy policy at: <https://rxsavingsolutions.com/privacy-policy>.

## How Does MyPrescription Shopper work?

MyPrescription Shopper uses patented software to analyze prescription claims, looking for all possible clinical options to maximize savings opportunities within the member's specific plan design. Suggestion types include therapeutic alternatives, generic substitutions and clones, dosage form changes, and fulfillment options.

## Is this the same as the current insurance or mail-order pharmacy?

MyPrescription Shopper is not an insurance plan or a mail-order pharmacy. It's an additional program offered to eligible members to help them determine whether there are lower costs available for the prescription medications they take, while keeping them within their existing insurance plan. MyPrescription Shopper does not replace mail-order as a fulfillment option. It displays mail-order options along with lower-cost options at local pharmacies but in no way requires a change to a mail-order pharmacy.

## Should we expect calls from members about MyPrescription Shopper?

You may receive calls or faxed requests from members or a pharmacy requesting a switch to a suggested drug alternative. Pharmacy technicians from Rx Savings Solutions may also call on behalf of members. The ask is that a prescriber authorizes the requested prescription change over the phone, if an approved change. We realize there may be instances where a member is required to revisit the office prior to a prescription change request being approved.

## How should a provider use MyPrescription Shopper during an office visit?

Members have access to the MyPrescription Shopper tool through their Tufts Health Plan secure member account. During provider visits, they are able to search medications and compare clinical and financial options and seek the lowest-priced option available at the point of care. The provider can work with the member prior to writing a prescription and ensure they are selecting the best financial, yet therapeutically equivalent, medication option. Additional functionality and tools within the MyPrescription Shopper tool can generate complete lists of all medications a member is taking and various adherence reporting metrics that can be shared with providers.

Members access this benefit through their secure Tufts Health Plan member account at [mytuftshealthplan.com](http://mytuftshealthplan.com).

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See: <https://tuftshealthplan.com/documents/ocr/nondiscrimination-accessibility>.

Currently, for fully insured commercial members - excludes Tufts Health Direct