

Payer Matrix Program Overview

**IF YOU ARE PRESCRIBED OR TAKING A SPECIALTY MEDICATION,
PLEASE CONTACT PAYER MATRIX TODAY:
PHONE 877-305-6202 OR EMAIL CUSTOMERSERVICE@PAYERMATRIX.COM**

Who is Payer Matrix?

Payer Matrix is a team of dedicated healthcare professionals who have partnered with HUB to reduce the cost of your high dollar specialty prescription drugs. We do that by working directly with you in order to obtain alternative funding through the manufacturer, foundations, and grants.

What we do:

Payer Matrix advocates on your behalf with the pharmaceutical manufacturer. Our Reimbursement Care Coordinators facilitate the process and coordinate with multiple entities to lower the cost of your specialty prescription drugs. Members end up paying nothing out of their own pocket once they are admitted into our programs in the majority of cases.

What this means for you:

If you are prescribed a specialty medication now or in the future, our goal is to obtain alternate funding for your specialty prescriptions. One of our dedicated Reimbursement Care Coordinators will be assigned to work directly with you to obtain the information needed to start the process. There is paperwork that will need to be completed and your Care Coordinator will assist you with the process and answer any questions you may have. Our reimbursement team is here to assist you and facilitate completing the process to enroll in the patient assistance program. If the date for your upcoming refills close, your Care Coordinator will work on your behalf to ensure you are able to obtain your medication.

How do I contact Payer Matrix?

Phone: 877-305-6202

Email: customerservice@payermatrix.com

FAQs

Is my medication still covered?

The plan will still pay for your medication with no increase in co-pay or cost share to you. However, the method of obtaining these medications have changed. Instead of funneling through your Pharmacy Benefits Manager, Magellan Rx, this will now funnel through Payer Matrix. If Payer Matrix is unable to obtain secure alternative funding, then coverage will revert to your traditional PBM coverage through Magellan Rx Specialty Pharmacy.

What if my income is too high to qualify? Do I still have to work with Payer Matrix and go through the program?

Payer Matrix is now the interface for all specialty medications. The coverage under the medical benefit's plan is the same for all employees regardless of pay level. Therefore, all employees seeking benefits must go through the same process.

Do I have to provide financial information?

Sometimes financial information is required as part of the application process because there is an income threshold requirement by the manufacturer. Not all specialty drug manufacturers request financials as part of the application process. Financial information typically required would be two pay stubs for each member of the family (member & spouse). However, there may be times when additional financial information is requested, such as a tax return if the pay stubs do not match up (i.e., one pay stub is paying overtime) or bank statements can be requested to validate income as well. Payer Matrix and the manufacturers do not share your information with anyone, and they work through a very secure electronic highway, where every email is automatically encrypted.

Who do I contact with additional questions?

Please contact Payer Matrix's Customer Service at (877) 305-6202

What information is Payer Matrix allowed to share regarding the HIPAA Consent Form?

The HIPAA Consent Form is for Specialty Rx Advocacy only. Payer Matrix will exclusively utilize your Protected Health Information for the purpose of your enrollment in assistance programs.

What do I do if the manufacturer calls to confirm that there is no coverage for Specialty Drugs?

While the manufacturer may contact you, your Reimbursement Care Coordinators will help you prepare for these potential calls. The coverage effective January 1, 2022, under HUB International's prescription drug & medical benefit, is that all specialty drugs are 100% patient responsibility, with no portion of the cost being covered by the group. Additionally, these costs do not accumulate towards satisfying either the in-network or out-of-network deductibles, coinsurance or out-of-pocket maximums.

Information Security and Member Privacy FAQs

How does Payer Matrix use my data?

We use your prescription and treatment plan information in order to provide you with care management services.

How does my employer work with Payer Matrix?

Payer Matrix partners with employers to help lower the cost of prescription medications for company employees.

How is my information protected?

Payer Matrix follows industry-standard data security practices and has technical and organizational measures in place that are designed to protect your personal information. Although we will do our best to protect your personal information, we cannot always guarantee the security of the personal information you share with us.

How will I receive and submit my enrollment paperwork?

We prefer to send information to members via overnight mailing with signatures required. We will provide a prepaid label for any return documents. Though not recommended, upon written request, we will email members utilizing an encrypted email service and password-protected documentation.

Why are some forms pre-populated?

As part of our customer service, we normally complete as much information as we can on application forms. This is done for the ease of our members as we help you navigate through the process.

Who can I contact with questions or to obtain more information?

You can reach us toll-free at (877) 305-6202, from 9:00AM – 7:30PM EST.

