

# Member Journey

**The member-centric Care Navigation approach always puts the member's care first.**

**RxCompass Navigators engage with members based on the most appropriate pathway with the deepest savings.**

## Patient Assistance Program

- Patient Assistance Program guidelines are reviewed for the medication
- The Care Navigator manages the application process, working with the patient and prescribing physician to obtain the needed information
- The finalized and signed application is sent to the drug manufacturer
- If approved, the Care Navigator will initiate medication shipment
- If not approved, the Care Navigator will navigate the member through an alternate pathway to source the medication

## Variable Copay

- If Variable Copay (VCP) is the best source for the medication, the member will be referred to an Intake Specialist
- The Intake Specialist will register the member if not already enrolled
- The member is transitioned to a VCP Network Pharmacy for their medication

## TeleSaverRx

- If TeleSaverRx is the best source for the medication, the member is navigated through the intake process including an annual Telehealth visit
- TeleSaverRx will obtain the prescription from the physician and contact the member to set up medication delivery

## International Mail Program

- If International Mail is the best source for the medication:
  - The International Mail team will contact the member to enroll; passport or government ID may be required
  - The International Mail team will obtain the prescription from the physician and contact the member to set up medication delivery



Members can easily connect with us  
Monday - Friday  
8 AM - 7 PM CST and  
Saturday 10 AM - 6 PM CST  
to ensure that medications  
are provided at the best  
possible cost, for both  
the member and the  
employer group.

**What can you expect  
with RxCompass?**

**Watch our video.**

