

# RxADVANTAGE Discount Card FAQ

## Who is PPOk/MaxCare?

MaxCare, developed in 1988, was organized to provide pharmacy benefit solutions aimed at keeping business in the local economy and aligning the interests of employer, patients and their pharmacists through transparent business relationships.

## Enrollment: Store and Patient

### **How do I enroll in the MaxCare Plan?**

To enroll in the RxAdvantage Discount Club, simply complete an enrollment form and fax or mail to MaxCare at:

MaxCare	Fax Number: 405-525-2196
P.O. Box 18204	
Oklahoma City, OK 73154	

Need an enrollment form? Visit [www.maxcarerx.com](http://www.maxcarerx.com) under the Network Providers section and click on the RxAdvantage logo.

Upon enrollment, a MaxCare network agreement will be sent for your authorization.

### **How do I enroll my patients?**

To enroll patients in the RxAdvantage plan, complete the information on the backside of the card using a fine point permanent marker or ballpoint pen. Member ID assignment is optional and would be for your internal use only. MaxCare does not collect patient information nor do we require this information for claims processing.

### **Am I limited to one plan offering or can I choose to participate in multiple plans depending on patient?**

You are not limited to one discount plan nor are you required to enroll in the specific plans you intend to use. Enrollment in the RxAdvantage plan, entitles you access to all discount plans offered. You can vary plans by patient or drug.

### **Should I assign a member ID for each patient?**

Member ID assignment is optional. If you are keeping a database of enrolled patient information, you may find member IDs helpful.

## Claim Submission/Billing

### **I am worried about protecting my U&C. Does this program protect my store's U&C?**

Yes. The RxAdvantage plan is MaxCare's plan; therefore, your everyday U&C pricing will not be affected.

### **How do I submit the claims?**

Submit claims utilizing plan corresponding group number (for a list of these plans/group numbers, visit [www.maxcarerx.com](http://www.maxcarerx.com) under the Network Provider section). Use MaxCare BIN & PCN numbers:

BIN: 610170

PCN: MRX

### **How do I code my customer to the correct plan?**

Set up a third-party plan for RxAdvantage in your software system. Enter MaxCare BIN (610170) and PCN (MRX) which are used for all of the RxAdvantage plans. Submit claims utilizing the plan corresponding group number.

### **Why is there a per claim cost of 42 cents?**

In today's marketplace, many other discount card programs are charging an average of \$1.00 to \$5.00 per claim and many times at lower reimbursement. At only 42¢ per claim, MaxCare is able to cover processing fees and program administration.

### **How often is my pharmacy billed from MaxCare?**

RxAdvantage participating pharmacies will be ACH debited around the 5<sup>th</sup> of each month for the previous month's claim processing fees. Initial marketing kits and reorders will also be ACH debited around the 5<sup>th</sup> of each month for orders placed during the previous month.

## Product Listings

### **Where do I go to obtain the most current product list for my chosen plan/offering?**

Current drug lists are posted on the MaxCare website, [www.maxcarerx.com](http://www.maxcarerx.com), under the Network Providers section. Simply click on the RxAdvantage link and you will be directed to plan information.

### **How frequently is the list updated?**

Drug lists are updated when drug cost changes to plan specific drugs result in costs being greater than plan copays. Market cost changes are reviewed weekly and, when appropriate, are implemented within 3 business days. Update Notices are posted on the MaxCare website, [www.maxcarerx.com](http://www.maxcarerx.com), under the network providers section.

## Marketing

### **What comes with the marketing kit? Is there a cost?**

The initial marketing kit is priced at \$35.00 + S&H and includes an RxAdvantage counter sign, 100 standard RxAdvantage member cards and on-line access to free program graphics and marketing templates you can use to design promotional materials for your customers.

Additional RxAdvantage member cards may be ordered for \$25.00 + S&H per quantity of 100.

Additional counter signs are available for \$5+S&H each.

### **How do I re-order marketing materials such as RxAdvantage Discount Club Cards?**

To re-order materials, contact Teresa Sutton at 877-557-5707 or by e-mail at [tsutton@ppok.com](mailto:tsutton@ppok.com).

### **Can I customize marketing materials specifically with my pharmacy logo? Are there costs?**

Marketing brochure templates and other program graphics are available on the MaxCare website, [www.maxcarerx.com](http://www.maxcarerx.com), under the Network Provider section. Use these templates and graphics to download brochures, flyers, etc. to promote the program. There are no additional MaxCare/RxAdvantage fees for using these templates or graphics. However, pharmacies are responsible for any in-house or professional printing fees.

## Support

### **Is there support for this program and who do I contact?**

Yes, MaxCare does provide support for the RxAdvantage Discount Club.

For administrative information, including enrollment, kits, and graphics, please call:

Teresa Sutton at 877-557-5707

For claims submission inquiries and assistance please call:

MaxCare Customer Support at 800-259-7765