



MEMBER FAQs

What is AffirmedRx?

AffirmedRx is a pharmacy benefit manager, or PBM for short. A pharmacy benefit manager (PBM) helps you get your prescriptions by working with the Port for you. AffirmedRx does this by contracting and negotiating medication pricing directly with pharmacies and pharmaceutical manufacturers (companies that make medications). The goal is a worry-free process to get your medications to you at the best price available.

How is AffirmedRx different?

The AffirmedRx difference is how they work with you to give you more choices and control over your health care. Think of AffirmedRx like a personal shopper for your prescriptions. They'll shop all your options for brand name and generic drugs that are on your plan. Then, they share the information with you, so you can decide the best available option. They'll also let you know about any additional savings, like discounts or coupons. The Port's dedicated Patient Care Advocate (or PCA) is here to help you.

Do I need to change to a new pharmacy?

Most often, you will be able to keep your current pharmacy. AffirmedRx partners with over 65,000 pharmacies nationwide in their network. You can verify if your pharmacy with the [online network directory](#). When you pick up your prescription, please provide your member ID card information to the pharmacy.

What does AffirmedRx do to offer high-quality care at a lower cost?

AffirmedRx keeps up with the latest research and watches for new, proven medical care plans. This helps their clinicians to create a pharmacy plan that ensures the most effective drugs are being prescribed at the best cost for you.

Can I access my AffirmedRx card online?

Yes, you can access a copy of your AffirmedRx ID card on the [AffirmedRx Pulse Member app](#) or Portal website.

How do I find what medications are covered?

You can review [AffirmedRx's formulary](#) (prescription drug coverage list) to see if your medication is covered. The Port is still working on refining their custom formulary list and will post this to Compass when finalized.

What mail-order prescription service options are available?

AffirmedRx has several mail orders services to choose from, and employees will have flexibility if they want to go to another service that isn't one of their preferred partners. Preferred partners include Amazon, CenterWell, and Cost-Plus.

My medication is “excluded from coverage.” What does that mean?

Certain types of medications or products are excluded from coverage. This is known as a “plan (or benefit) exclusion.” In the case of a “plan or benefit exclusion,” there is an option to get the medicine covered through a medication review process.

My medication needs approval before my plan will cover it (also known as prior authorization or PA). What do I need to do to get it covered?

Ask your doctor's office to contact AffirmedRx so they can start the review process to try to get the medication covered. They know how the review process works and will take care of everything for you. AffirmedRx PCAs will review information from your doctor to make sure you meet coverage guidelines for the medication. AffirmedRx will let you and your doctor know within 72 hours of the decision. If you meet the coverage guidelines, you'll be approved to get the medication. If you don't meet the coverage guidelines, you and your doctor can appeal the decision.

What do I do if I believe there has been a pharmacy benefit processing error?

Start with the Account Services team's number (833-844-3102) listed on the card you use for your pharmacy benefits. Account Services can look into your pharmacy benefits and review the issue. Most issues can be explained or resolved on the first call.

