MASSACHUSETTS | helpscript

SAVE ON YOUR SPECIALTY MEDICATIONS



We're working with HelpScript®, an independent company, to lower your costs for certain medications to as little as $0. This cost-share assistance service offers savings on more than 200 injectable and infusion specialty medications that are administered by a health care provider.

HERE'S HOW IT WORKS

Getting started is easy, and the service is included in your health plan so there's no additional cost to you.

HelpScript helps you enroll
If you qualify, a Patient Member Advocate will call you to explain the service, review your medications, and help you sign up.

You receive your medication
Have your eligible specialty medication administered as you normally would. HelpScript will check for available manufacturer savings.

Your savings are applied automatically
Once enrolled, you don't need to do anything to save. Copay assistance is automatically applied before your claim is processed.

Learn more

For more information about this no-cost service, sign in to MyBlue or create your online member account at bluecrossma.org, then click My Plan & Claims and My Financials.

Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association.

FREQUENTLY ASKED QUESTIONS ABOUT THE COST-SHARE ASSISTANCE SERVICE

How does HelpScript work?

Some medication manufacturers offer financial assistance to help cover some or all of the out-of-pocket costs for their medications. The service identifies these savings and, once you're enrolled, automatically applies them to your claim when you receive an eligible medication.

How do I enroll?

If eligible, you'll receive an enrollment letter in the mail. Additionally, a HelpScript Patient Advocate will call you to explain the service and assist with your enrollment.

I'm already using manufacturer's assistance for my medication. Do I still need to enroll?

If you're currently using another manufacturer copay assistance service, call HelpScript at the number below to discuss your options. They can help you choose the best fit for your needs.

What happens if I don't enroll?

If you choose not to enroll, we won't be able to apply the savings to your medication costs. You'll be responsible for paying for the medication according to your plan benefits.

What medications are eligible?

More than 200 specialty medications that are covered under your medical benefit are eligible for this service. These medications, which must be injected or infused by a provider in a medical setting, include certain medications for psoriasis, cancer treatment, diabetic retinopathy, asthma, and more.

How does the service affect my plan's deductible and out-of-pocket maximum?

Once you're enrolled, any costs covered by the service for your medication won't apply to your deductible or out-of-pocket maximum. Any remaining costs or other charges, such as a copay for an office visit, may apply, according to your plan benefits.

Who do I call with questions about the service?

After you're enrolled, you can call the HelpScript Care Team at **1-833-813-8236**, Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: **711**).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: **711**).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: **711**).

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