



Payer Matrix Program Overview

IF YOU ARE PRESCRIBED OR TAKING A SPECIALTY MEDICATION

Who is Payer Matrix?

Payer Matrix is a team of dedicated healthcare professionals who have partnered with your employer to reduce the cost of your high dollar specialty 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? (after 11/1/2022)

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, this will now funnel through Payer Matrix. If Payer Matrix is unable to obtain secure alternative funding, then coverage will revert to your traditional coverage.

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 after 11/1/2022 to discuss.

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 December 1st, 2022, under the Barton's prescription drug 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 collect required financial and prescription information to help match you with financial programs to lower overall cost of your prescription. We are a HIPAA-compliant organization and take the utmost precaution with your data.

How does my organization work with Payer Matrix?

Payer Matrix has a Business Associate Agreement (BAA) with your organization that allows us to share data and help with lowering the cost of certain prescription medication.

Is my data stored in a secure location?

Yes! All your data is stored on our proprietary system, Velocity. Velocity uses secure servers backed by Amazon Web Services (AWS) with additional security built in. Velocity has undergone security audits and is constantly being upgraded to keep up with the latest security features.

How will I receive information from Payer Matrix?

We normally prefer to send information to members via FedEx or fax, as the forms often contain PHI and require signatures. We will also provide a prepaid FedEx label for any return documents that are required. Upon request, we will email members for ease of transmission and utilize a secure, encrypted email service.

Is my electronic data transmitted securely?

Yes! We take the security of our patient information very seriously. Payer Matrix has partnered with Paubox®, a HITRUST certified vendor, in order to provide you with a secure email service. All of our email is encrypted in transit and our corporate security policy ensures that all of our devices are encrypted that receive your emails.

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.

Can I request a copy of my data?

Yes, the HIPAA Privacy Rule provides individuals the right to request copies of their medical records. You can email CustomerService@PayerMatrix.com to request a copy of your records.

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

You can reach us after 11/1/2022 toll-free at (877) 305-6202, from 9:00AM – 7:30PM EST

