

Member FAQ's

Online Member Tools - benecardpbf.com

Maximize your benefits and find out how you can save on out-of-pocket costs with our member tools at benecardpbf.com. Enjoy easy online access to:

- Plan coverage details and copay information.
- Our network pharmacy finder.
- Mail service refill requests and order status information.
- Your plan's formulary.
- Our drug pricing comparison tool for finding lower cost alternatives.

Download the BeneCard PBF Mobile App for fast, easy, secure access to member services from anywhere. To use the app, simply log in with your benecardpbf.com username and password. If you haven't already created your BeneCard PBF online account, visit benecardpbf.com to register.

Retail Pharmacy Network

Your BeneCard PBF prescription benefit program gives you access to an extensive national pharmacy network, including most independent and all chain pharmacies. Find participating network pharmacies by logging onto the mobile app or benecardpbf.com, or by calling BeneCard PBF Member Services at 1-888-907-0070 (TDD: 1-888-907-0020). You have the option to obtain 90-day supplies through the retail network.

Mail Order Pharmacy

You can easily obtain your maintenance medications through Benecard Central Fill, our mail service pharmacy. Prescriptions filled through mail service typically include medications used to treat chronic conditions and are written for up to a 90-day supply, plus refills. Prescriptions you need to use right away should always be taken to your local pharmacy.

How to submit a prescription to mail order:

- **E-prescribing:** Your prescriber can send prescriptions to Benecard Central Fill.
- **Fax:** Your prescriber can submit your prescription to 1-888-907-0040.
 - Be sure they include the cardholder's name, ID number, shipping address, and patient's date of birth. Only prescriptions sent directly from a doctor's office will be accepted via fax.
- **Mail:** You can send original prescriptions to Benecard Central Fill using the Mail Service Order Form. Follow instructions on the form.

How to request a mail order refill:

- **Online:** Visit benecardpbf.com. If you have not yet registered, click on Register to create your account.
If you are a registered user, log in and select Mail Order.
- **Mobile App:** Order refills and check status updates via the BeneCard PBF app.
- **Phone:** Call Member Services at 1-888-907-0070, 24 hours a day, 7 days a week, and use the prompts to order your refills. Have your member ID and credit card information ready.
- **Mail:** Send the Refill Request Order Form provided with your last shipment to Benecard Central Fill in the pre-addressed envelope.

Benecard Central Fill does **not** automatically refill your prescriptions.