

# Member Journey

*You are always the center of everything the Care Navigator works for and towards.*

**Your RxCompass Navigator will engage with you based on the most appropriate pathway below. Your Care Navigator will provide immediate and ongoing support to ensure that you are never without therapy and have little to no out-of-pocket cost.**



- The Patient Assistance program guidelines are reviewed for your medication
- The application forms are sent to you for completion with support from your Care Navigator
- The Care Navigator forwards completed forms to your prescribing physician for finalization
- The finalized application is sent to the manufacturer
- If you are approved for Patient Assistance, your Care Navigator will initiate follow-up shipments
- If you are denied for Patient Assistance, your Care Navigator will navigate you through an alternate pathway to source your medication



- If Variable Copay program is determined the best source of your medication, you will be referred to an Intake Specialist
- If you are not already enrolled in a copay savings program, the Intake Specialist will register you
- Upon enrollment, you will be transitioned to a Variable Copay Network Pharmacy to fill your medication



- If TeleSaverRx is determined to be the best source of your medication, you are navigated through the intake process which includes an annual Telehealth visit
- TeleSaverRx will obtain the prescription from your physician and contact you to set up delivery of your medication



- If International Mail is determined to be the best source of your medication:
  - Our INTL mail vendor will contact you. If you have a question regarding the vendor, please contact your RxCompass Care Navigator, who will assist.
  - The International Mail team will contact you directly to enroll. A copy of your passport or government ID may be required.
  - The International Mail team will obtain the prescription from your physician and contact you to set up delivery of your medication.