

PRxN[®] On-Site Customer Services



Pequot Pharmaceutical Network (PRxN[®]), a leading pharmacy benefit management (PBM) and mail-service pharmacy company, a wholly-owned entity of the Mashantucket Pequot Tribal Nation, is proud of our dedicated staff on "on-site" customer service division and our team of highly trained and motivated Account Service Representatives.

Our on-site PRxN[®] Account Services Representatives receive the highest praise from plan members in regularly scheduled Customer Satisfaction surveys.

Plan members may access our Customer Service Department and Automated Attendant by dialing our toll-free number at 800-342-5779 and press option 3.

Member Services are available:

Monday through Friday: 8:30am to 8:00pm EST
Saturday: 9:00am to 12:00pm (noon) EST.



Jean J., PRxN Account Services Representative

Additionally, PRxN[®] utilizes a state-of-the-art Integrated Voice Response (IVR) system and e-mail communications via pharmacy@prxn.com.