

Network Pharmacy Services



The PRxN[®] Pharmacy Network includes our wholly-owned and operated Mail-Service Pharmacy located in Mashantucket, Connecticut, as well as access to over 65,000 chain and independent retail pharmacies located across the country.

When utilizing a network pharmacy, a member enrolled in a PRxN[®] pharmaceutical plan simply presents their PRxN[®] benefit identification card and their prescription(s) at any participating network pharmacy location. For member ease, the PRxN[®] Mail-Service Pharmacy accepts telephonic, fax and electronic prescribing (e-Rx), as well as the ability for the member to mail their prescriptions to PRxN Mail-Service Pharmacy for processing.

The PRxN[®] Mail-Service Pharmacy and the numerous network pharmacies are all connected through a centralized computer database that allows the dispensing pharmacist to review each new prescription and prescription refill with existing prescriptions the member is presently taking or has taken within the last 120-days for any potential problem (medication allergy, drug-drug interaction, therapeutic duplication). Typically, this transaction takes only a few seconds for a prescription to go through PRxN[®]'s computerized review process. At the end of this brief online review, the pharmacist may identify any issues that would require consulting with the prescribing physician or the member's Plan Administrator before the medication is dispensed. If no issues are identified, the prescription is able to be processed and dispensed (along with any applicable member co-payment.)

Pharmacies participating in our network are fully credentialed and frequently audited. PRxN[®] can also customize a network to meet a client's needs in a specific geographic area.

Network Services:

1. Customer Service:

PRxN[®] has a dedicated toll-free telephone number for Network customer service issues; 1-888-779-6638. Services range from finding the nearest pharmacy for traveling members to assisting with questions about the member's benefit plan. Members may also visit our web site at www.prxn.com and use the Pharmacy Locator to find a participating pharmacy in their area.

2. Communications:

PRxN[®] assists client Plan Administrators in educating their membership as to the Plan design and services at the time of enrollment and throughout the contract period.

3. Claims Adjudication:

PRxN[®]'s centralized database verifies eligibility, plan coverage, pharmacy payment, and reviews each and every prescription for potential adverse reaction with any other medication the member is currently utilizing.