



HelpScript Service Frequently Asked Questions for Teacher Retirement System of Texas (TRS)

Specialty medications used to treat chronic or genetic conditions can be very expensive. It's important to take your medications, and we know high costs can be the reason some people don't.

Our innovative HelpScript service helps you get the maximum savings available from manufacturer copay assistance programs. HelpScript can lower your out-of-pocket costs to \$0 for your eligible specialty medications.



Your Questions Answered

We've put together some commonly asked questions to help you understand more about the HelpScript service and how it may help you.

Q: What is the HelpScript service?

A: Many specialty drug manufacturers have copay assistance programs. HelpScript works with these programs to help lower your copay to \$0 for certain specialty medications. The HelpScript service is available at no cost to you through your TRS-ActiveCare plan.

Q: How do I enroll in this service?

A: If your provider prescribes a specialty drug on the HelpScript drug list, one of our HelpScript Patient Advocates will call you to help you enroll. You can also enroll by calling a HelpScript Patient Advocate at 1-833-798-6741.

Q: What happens after I enroll in the HelpScript service?

A: You'll continue to get your medication the same as you have been. Your copay will be \$0 for your specialty medication.

Q: Do I have to enroll?

A: In order to take advantage of the HelpScript service, you'll need to enroll. Enrollment is voluntary and not required for you to have benefit coverage with your TRS-ActiveCare plan.

Q: How do I know if I'm eligible for the HelpScript service?

A: HelpScript will contact you if you're currently taking or are prescribed an eligible specialty medication. You can also call a HelpScript Patient Advocate at 1-833-798-6741.

To learn more, visit www.helpscript.com



Q: Do all participants qualify for this service?

A: No. Not all specialty drug manufacturers have copay assistance programs. Others have age requirements and other limitations on eligibility.

Q: How do I know if my specialty medication is part of this service?

A: A list of drugs in the HelpScript service are posted on www.bcbstx.com/trsactivecare. If you are already taking an eligible specialty medication, we'll reach out to you to talk about which of your medications is eligible and help you enroll. Enrollment in HelpScript is voluntary.

Q: What happens if I start a new, different specialty medication?

A: One of our HelpScript Patient Advocates will contact you if your new medication is eligible for this service and help you get copay assistance.

Q: What happens when my medication is not included anymore?

A: The HelpScript team constantly monitors changes with manufacturers' copay assistance programs. If your specialty drug becomes ineligible for copay assistance, your copay will revert to the standard plan benefit.

Q: What happens when I no longer want to be enrolled in HelpScript?

A: You can call HelpScript and unenroll. Your benefits for your specialty medication will revert to the standard benefit without copay assistance.

Q: Do I have to enroll in HelpScript each year?

A: If your specialty medication needs a renewal at the beginning of the year, a HelpScript Patient Advocate will contact you to help you stay enrolled.

Q: If I'm not enrolled in HelpScript, will I still get treatment from my provider?

A: Yes. You get treatment and prescriptions from your provider even if you don't participate in the HelpScript service.

Q: Do I have to contact my provider to be a part of the HelpScript service?

A: No. The HelpScript Patient Advocate Team will take care of everything for you. They will make sure your provider is notified about your enrollment in the HelpScript service and will provide all the needed information to your provider.

Q: Is there a cost for this service?

A: There is no cost to participate in the HelpScript service.

Q: Does the copay assistance with this service count toward my deductible or maximum out-of-pocket amount?

A: No. Manufacturer copay assistance won't apply toward your maximum out-of-pocket amount or deductible.

Q: What will I pay for my medication once I am enrolled in the service?

A: Your out-of-pocket cost will be \$0.

Q: Is there a limit to the amount of copay assistance I can get?

A: Yes. Each manufacturer sets a yearly limit for copay assistance. Once you reach that limit, your TRS-ActiveCare plan will pay 100% of the allowed amount. Your cost will still be \$0.

Q: What can I expect from the Patient Advocate Team?

A: The Patient Advocate Team is here to help you enroll and answer your questions about the HelpScript service and how it works with your health plan.

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