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Prescription claims transition to RxClaim

From July through September, AmeriHealth New Jersey will be transitioning prescription claims processing platforms from Argus to RxClaim. On-and-off-exchange individuals and small groups will be transitioned beginning on July 1, 2016; large groups (51+), self-funded groups and Medigap plans will begin transitioning on September 1, 2016.

This transition will be seamless for our members — no new ID cards will be issued, and no additional cost incurred. AmeriHealth New Jersey transitioned Medicare D members to the RxClaim platform in 2014 with little to no member impact.

Why we are making this system upgrade

The new RxClaim platform will streamline the claims processes and business operations, while saving on administrative costs. The RxClaim platform enhancements include:

- **Greater platform and cost control** — the RxClaim platform is owned and operated by AmeriHealth New Jersey's pharmacy benefits manager, FutureScripts, and gives AmeriHealth New Jersey more direct control of administrative and management costs.
- **Operational efficiencies** — The RxClaim platform is integrated into the FutureScripts Customer Service tool, which means customer service representatives will be able to manage member information faster and more efficiently.
- **Faster set up time** — RxClaim is expected to reduce new business set-up time by 50 percent. (The current set-up time is 60 days.)
- **User-friendly formulary** — RxClaim formularies are designed to be more user-friendly and easier for service reps to navigate, which may save time when assisting members.
- **Improved member experience** — Members will be able to access online resources easily through the new Pharmacy Services on amerihealthexpress.com, which includes Find/Price a Drug, and Find a Pharmacy tools.

Communications to customers

In the coming days, small group customers will receive the RxClaim [letter](#) prior to their transition on July 1. In mid-July, a message will be posted on the employer portal, and a message will be sent to small and large group customers in their August invoices containing high-level information on the transition. Large group customers will receive the RxClaim letter in mid-August, prior to their transition on September 1.

Note: AmeriHealth New Jersey's current mail-order process is also being re-evaluated. The

details of the rollout are in development, and we will share this information when it becomes available.

If you have any questions regarding this transition, please contact your AmeriHealth New Jersey broker representative.