



## Pharmacy Benefit Support Network: *Essential Contact Information*

### Urgent Issues

Urgent member issues requiring **immediate** attention:

The ProAct Help Desk is available to serve you 24 hours a day, 7 days a week.

**1-877-635-9545**

- ▲ *EXAMPLE 1: Member is currently at the pharmacy and their claim is rejecting.*
- ▲ *EXAMPLE 2: To start a Prior Authorization request.*

### ID Cards + Eligibility

Please direct ID Card requests and eligibility questions to the ProAct Eligibility team at:

**Eligibility@ProActRx.com**

Members will receive an official ID card from ProAct in the mail in 5 to 7 business days.



6333 Route 298, Suite 210, East Syracuse, New York 13057  
(877) 635-9545 tel | (315) 287-7864 fax

### General

Please direct general member issues, requests, or inquiries to the Client Support Team at:

**ClientSupport@ProActRx.com**

Members will receive a response to e-mails within 24 hours.

- ▲ *EXAMPLE 1: A member visited the pharmacy over the weekend and has a question about the copay.*
- ▲ *EXAMPLE 2: A member is requesting a copy of the plan's formulary for reference.*
- ▲ *EXAMPLE 3: A member has a plan-specific question such as "What is our out-of-pocket maximum for the PPO Plan?"*

### Routine Issues or Plan Updates

For routine/non-urgent issues or plan updates, your dedicated Account Manager will respond to all requests within 24 hours. Please e-mail or call:

**Jamie Pearce**

**JamiePearce@ProActRx.com**

(315) 413-7780, Ext. 3234 office  
(315) 224-5351 cell