

Frequently Asked Questions.

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What is Rightway?

Rightway is a service, delivered through an app, that manages your pharmacy benefits. We pair you with live healthcare experts who have your specific benefits information and know how to get you prescription medication at the best price. Rightway gives you unlimited access to a trusted expert who can answer your questions and take action for your health and pharmacy needs.

How do I use Rightway?

Rightway's services are available through the Rightway app. There, you can connect with your health guide, review your medication history, request mail-order delivery for your medications, and connect with a pharmacist.

If you have questions before downloading the app, send a message to healthguide@rightwayhealthcare.com.

Why did my company partner with Rightway?

By partnering with Rightway, your employer wants to give you a better way to manage your medications — before and after you get a prescription, visit a pharmacy, and/or start taking your medication — right from the palm of your hand. This results in better outcomes and lower out-of-pocket costs.

We are here to make the healthcare and prescription medication experience easy for you.

What is a Rightway health guide? Does Rightway use any bots?

Rightway health guides are trained professionals dedicated to simplifying the prescription medication experience for you. They have your specific benefits information and help you get the most value from your pharmacy benefits. They provide benefits education, support you as you access care, and take care of actions for you. If necessary, your health guide will connect you with a Rightway pharmacist.

Whenever you connect with a Rightway health guide, you are connecting with a trained expert or clinician, never a bot.

When should I use Rightway?

Connect with your health guide in the Rightway app as soon as you have a need. Your health guide can answer questions like the ones below (and any others you might have):

- + How much will my out-of-pocket costs be? What will my copay be?
- + I can't afford my medication. What are my options?
- + Can I have a medication review with a pharmacist?
- + Can you help me set up mail order delivery for my medications?
- + Which pharmacy has the lowest price for my prescription?
- + I was just given a new prescription, can you help me understand how I should take it and any side effects I should watch out for?
- + My child is struggling to take their medication, what do you recommend?
- + How can I get my prescription refill before my upcoming trip?
- + And much, much more!

How do I contact my health guide?

Connect with your health guide by tapping the "Compose New Message" field or "phone" icon in the Rightway app.

Health guides are available Monday to Friday 8AM to 11PM ET and 9AM to 5PM ET on weekends.

How does Rightway manage my pharmacy benefits?	As your pharmacy benefits manager, Rightway provides you with a simple-to-use tools and an expert human guide to support you through every step of your pharmacy experience. We can help you understand which medications are covered, find you the most affordable prescriptions, and connect you with one of our pharmacists when you need one.
Does Rightway replace my current pharmacy benefits?	Yes, Rightway is your new pharmacy benefits provider. We're excited to make it easier for you to get your prescriptions, help you understand your benefits, and lower your out-of-pocket costs.
What pharmacy benefits and pharmacy services does Rightway provide?	Rightway improves your pharmacy experience by helping you understand your pharmacy benefits and providing you with healthcare experts who can take care of medication tasks for you. You can chat directly with your health guide through the Rightway app. Connect with them to find ways to save on pharmacy costs, explore alternative medications, or to answer any other pharmacy questions. If necessary, your health guide will put you in touch with a Rightway pharmacist.
Who is eligible to use Rightway's services?	Rightway is available to all individuals and their family members covered by an eligible plan.
Do I have to use Rightway to get a prescription covered?	<p>Yes. Rightway is your pharmacy benefits provider. That means, we are the service through which you get your prescriptions covered. Rightway is not a pharmacy, but you should use your Rightway ID card when filling your prescriptions at your pharmacy. Sometimes your Rightway ID card information can be found on your medical ID card as well.</p> <p>When picking up your prescription, simply show the pharmacist your digital ID card by accessing it through the app.</p>

When should I use Rightway's services and how will they benefit me?

As your pharmacy benefits provider, you should use Rightway every time you go to fill a prescription. Additionally, Rightway provides you with a health guide who can help you with all of your pharmacy-related questions.

A few specific ways Rightway can help include checking where to fill your prescription at the lowest cost, setting up a mail-service delivery for a medication, or helping you understand the side effect of a medication.

Use the Rightway app to view your digital ID card, a list of your current prescriptions, your claims history, and your prior authorizations.

Are there instances when my guide will contact me directly?

Yes. Your guide may check in every so often to make sure you're getting the care you need. Your guide may also follow up after you pick up a new prescription to see if you need help with anything else. Additionally, they may contact you to tell you about programs that can help you lower your prescription costs or manage your prescriptions. All communication with your guide is strictly confidential, private, and HIPAA-compliant.

How do I find out if a particular prescription is covered under my plan?

You can use the Rightway app or go to the Rightway Pharmacy website to look up a medication for coverage details. You can also use it to see recommendations for generic or lower-cost alternatives. If you have any questions about coverage, you can use the app to chat with your health guide.

Can I still go to the pharmacy of my choice?

Your Rightway program gives you access to an extensive national pharmacy network, including most major retail chain pharmacies and most independents.

If you are interested in mail-order your health guide can help set up mail-order or specialty services based on your employer's plan.

How does Rightway help me save money on prescriptions?	Your health guide can provide detailed information about your pharmacy benefits (including deductibles, out-of-pocket maximums, and copays) and guide you through the best prescription fulfillment options for you and your budget.
Will I be receiving a new prescription drug ID card?	You will either receive a physical prescription drug ID card or a new medical ID card that will include your Rightway pharmacy coverage information. You can also access your digital ID card in the app.
I'm currently taking specialty medications. What is my experience going to be?	If you need assistance in obtaining a specialty medication, please contact our pharmacy team through the Rightway app or call 888-665-1678.
I was told I need a prior authorization. How do I get one?	Your doctor may need to submit a prior authorization for covering specific medications. If you need assistance, contact your health guide through the Rightway app.
How can I get a prescription sent to me by mail?	We partner with multiple mail order providers in order to give you options. To know which option is best for you, we recommend connecting with your health guide through the Rightway app. They can help you understand your options and get you the best price.

Why am I receiving emails from Rightway?

We want you to be familiar with our services so you can take advantage of features that save you money and make your life easier. If you no longer wish to receive emails from Rightway, you are welcome to unsubscribe.



“After arriving at the pharmacy, I was asked to pay a price much higher than I expected. My Rightway health guide called my provider’s office and had them prescribe a different brand of the same medication that was a fraction of the price. It was so easy, you guys are the best.”

AMIE D. Dallas, TX

Is my private information protected?

Yes. Rightway takes Personal Health Information (PHI) very seriously and is fully Health Insurance Portability and Accountability Act (HIPAA) compliant. Rightway is independent of any health insurance company and completely separate from your employer.

To protect your privacy, Rightway uses a modern data security infrastructure, tested security procedures, and specific HIPAA training. This information is only shared in strict compliance with federal guidelines and only with your permission.