What is the eVoucherRx™ Program?

eVoucherRx™ from RelayHealth provides manufacturer-sponsored electronic vouchers to help reduce patient copayments on select products. We are pleased to bring you a **new and enhanced version of the program** entitled eVoucherRx™ - Denial Conversion.

What is the eVoucherRx™ – Denial Conversion Program?

"Denial Conversion" is a new electronic voucher solution that runs through our intelligent network, and is triggered when the Payer rejects a claim as non-reimbursable for selected Drug or Medical Device products. The denied prescription is automatically converted to a "Paid" response and a message appended to the response. RelayHealth will reimburse you for the cost of the product plus an administrative fee.

How will I know an eVoucherRx™ – Denial Conversion opportunity was applied?

You will know that eVoucherRx™ - Denial Conversion has applied an electronic voucher every time you see the following message in the "prescription message" field:

*   *eVoucherRx* [Manufacturer Name], the mfr. of [Drug Name], paid $[Patient Savings] toward your plan co-pay. RelayHealth is primary payer.

Once I have received the message, how do I proceed?

Every time you see the eVoucherRx™ - Denial Conversion message, **notify the patient that the manufacturer has provided an electronic voucher towards the patient's co-payment**. Printing the message and attaching it to the prescription bag is the ideal method for notifying the patient.

Are government programs included?

RelayHealth has taken steps to exclude known federal and state government funded programs, such as Medicare and Medicaid. If you encounter a Denial Conversion message on a government funded claim, please report the BIN, PCN and Group ID via e-mail to: eVoucherRx@relayhealth.com

Questions?

Pharmacist - if you have any questions about the program or processing an eVoucherRx™ - Denial Conversion transaction - Call RelayHealth at (800) 388-2316.