

1. Who is FairoRx?

FairoRx is a Pharmacy Benefit Manager (PBM) located in Amarillo, TX. We partner with employers to administer prescription benefits for their covered enrollees and dependents.

2. Who do I contact with questions about my prescription benefits?

The Member Services team at FairoRx is here to assist you by answering questions related to your prescription benefits such as drug coverage, copays and out of pocket amounts, prior authorizations, network pharmacies, home delivery and more! You can reach us by phone at 833-464-9600 or email us at contactus@fairosrx.com.

3. How do I create a FairoRx member portal account?

Creating a FairoRx member portal account is easy! Please have your prescription/medical ID card available as you will need information from your card for account registration.

Please follow these simple steps:

1. Go to www.fairosrx.com and select Member Login.
2. Enter your email address, first and last name, ID number, and date of birth.
3. Select a security question and answer.
4. You're done!

4. How do I find pharmacies in my network?

FairoRx has over 63,000 pharmacies in our nationwide network. Members can view a listing of participating pharmacies by accessing their member portal account or by calling member services. Pharmacies can be filtered by city and state, zip code or 24-hour locations.

5. How do I determine my copay or out of pocket amount?

To determine your copay or out of pocket amount, please refer to your benefit documents, use the Copay Calculator on the FairoRx member portal or call member services at 833-464-9600.

6. How do I know if my drug is covered?

To determine if a drug is covered under your prescription benefits, please refer to your benefit documents, use the Formulary Lookup tool on the FairoRx member portal or call member services at 833-464-9600.

7. What is a formulary?

The formulary is a list of generic and brand name medications used to help you determine your copay. A group of doctors and other experts choose the drugs on formulary based on their effectiveness, safety and cost. The formulary can be accessed by logging into your FairoRx member portal account and selecting Formulary Lookup.

8. What if my medication is not listed on the formulary?

If a brand medication is not listed on the formulary, the brand is considered non-preferred. For lower cost alternatives, please use the Formulary Lookup tool on the FairoRx member portal or contact member services at 833-464-9600.

9. What is a prior authorization?

Certain medications require an approval before they are covered. To determine if a medication requires prior authorization, please use the Formulary Lookup tool on the FairoRx member portal or contact member services at 833-464-9600.

10. How do I know if my medication requires a prior authorization requirement or quantity limits?

To determine if a medication requires a prior authorization or quantity limit, please use the Formulary Lookup tool on the FairoRx member portal or call member services at 833-464-9600.

11. How do I sign up for Home Delivery?

Members can register for home delivery online by using the FairoRx member portal or completing and mailing in a Home Delivery Registration Form. The form can be found at www.fairosrx.com under the Member Resources section.

12. How can I order refills?

Home delivery refills can be ordered through the FairoRx member portal or automated phone system at 833-464-9600.

13. How do I file for reimbursement if I paid out of pocket for my prescription?

If you paid out of pocket for your prescription(s) and need to file for reimbursement, please complete a Prescription Reimbursement Request Form. The form can be found at www.fairosrx.com under the Member Resources section. Please note that your original pharmacy receipt must be submitted with your reimbursement request.