

Specialty Medication Program

About Us

Payer Matrix is a US-based Specialty Drug Advocacy organization who has been engaged by your employer to address the growing cost related to specialty medications. Our advocacy model assists members in accessing programs for high-cost medications, reducing the overall prescription drug cost to the company and member. We leverage various forms of assistance programs, including manufacturer patient assistance, copay assistance, and other alternate sources to achieve these goals.



Frequently Asked Questions

Overall Process

Q: Who do I contact with questions?

A: Please contact Payer Matrix's Customer Service Team at (877) 305-6202, 9:00 AM – 7:30 PM EST.

Q: What information is Payer Matrix allowed to share regarding the HIPAA consent form?

A: The HIPAA consent form is for Specialty Rx Advocacy purposes only.

Program Criteria

Q: What are example criteria to qualify for these programs?

A: Each medication and program may have different requirements, but they may include: Income, Clinical Appropriateness (diagnosis/indication), Medical Necessity, Age Requirements.

Q: What if my income is too high to qualify? Do I still have to work with Payer Matrix and go through the program?

A: Payer Matrix is now the interface for all specialty medications. Coverage under the benefit is the same for all employees regardless of pay. Therefore, all employees seeking benefits must go through the same process.

Q: Do I have to provide financial information?

A: Financial information may be required at times as part of the application process if there is an income threshold requirement for the manufacturer. Not all manufacturers request financials on the application. Typically, the last two pay stubs for the member and spouse are required. Payer Matrix and the manufacturers do not share your information and communicate through a secure, encrypted electronic connection.

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Privacy and Security

Q: How does Payer Matrix use my data?

A: We use your prescription and treatment plan information in order to provide you with care management services.

Q: How does my employer work with Payer Matrix?

A: Payer Matrix partners with employers to help lower the cost of prescription medications for company employees.

Q: How will I receive and submit my enrollment paperwork?

A: We prefer to send information to members via overnight mailing with signatures required. We will provide a prepaid label for any return documents. Though not recommended, upon written request, we will email members utilizing an encrypted email service and password-protected documentation.

Q: How is my information protected?

A: Payer Matrix follows industry-standard data security practices and has technical and organizational measures in place that are designed to protect your personal information.

