

HelpScript enrollment service for manufacturer copay assistance will start July 1 for select medical benefit drugs for some BCN commercial members

Blue Care Network is working with HelpScript to coordinate member enrollment in manufacturer copay assistance programs for certain high-cost medical benefit drugs. Examples of the types of drugs for which assistance will be available are oncology drugs, ophthalmology drugs to treat diseases such as macular degeneration, and drugs used to treat autoimmune diseases such as psoriatic arthritis, rheumatoid arthritis and multiple sclerosis.

HelpScript's goals are to:

- Make it easier for you, the health care provider, to receive full reimbursement for drugs that are part of the program
- Improve medication adherence and clinical outcomes
- Ensure access to certain drugs with little or no cost to the member

This service will start July 1, 2025. It will be available for members who have coverage through BCN commercial fully insured groups.

Exceptions: This service won't be available to members who have (1) high-deductible plans; (2) flexible spending accounts, health reimbursement arrangements or health savings accounts; (3) coverage through UAW Retiree Medical Benefits Trust non-Medicare plans; (4) coverage through the Blue Cross and Blue Shield Federal Employee Program®; or (5) a Medicare Advantage or Medicaid product as secondary coverage.

How will members learn about the HelpScript service?

Starting in mid- to late-June, HelpScript patient advocates will reach out to eligible members and provide one-on-one guidance to help them enroll for manufacturer assistance.

Specifically, HelpScript will reach out to eligible BCN commercial members who are already receiving a drug for which assistance will be available starting July 1 and to members who are newly prescribed a drug for which assistance is available.

How does this service affect provider offices?

Enrollment

When a patient enrolls for manufacturer copay assistance, a HelpScript patient advocate will contact your office to share enrollment details, including how you'll receive funds from the manufacturer.

HelpScript will send a fax to your office to confirm the member's enrollment in manufacturer copay assistance.

Note: HelpScript may reach out to your office for help contacting your patients about enrollment or to obtain clinical documentation required by the manufacturer.

Billing

Provider offices will need to do the following:

1. Submit claims for the drugs to BCN for primary payment.
2. Submit the BCN remittance advice to the manufacturer's copay assistance program for the amount shown as "member owed" to receive direct payment from the manufacturer.

Note: See the document titled [Locating a voucher or remittance advice through our provider portal](#) for more information.

If any remaining "member responsible" amount is owed to the provider office for a drug that's covered under the manufacturer copay assistance program after the steps above have been completed, HelpScript will automatically send payment directly to the provider office for that amount. HelpScript typically sends the payment within 14 to 21 business days after BCN finalizes its payment.

When the billing process is complete, BCN commercial members who have active coverage and are enrolled in a manufacturer copay assistance program will have a \$0 out-of-pocket cost.

Additional information

For questions, your office's billing department can call HelpScript at 1-833-807-4776 from 8 a.m. to 8 p.m. Monday through Friday.

By July 1, we'll update the document titled [Drugs: For medication discounts, adherence and prior authorization determinations](#) to include information about this program.

Notes:

- This service doesn't affect utilization management requirements for the medical benefit drugs that are part of the program. For example, drugs that have prior authorization, step therapy or site-of-care requirements will continue to have those requirements.
- If a member exhausts their manufacturer copay assistance funds, the drug will continue to be covered with no cost to the member, for as long as the member remains enrolled in the assistance program.

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HelpScript is an independent company coordinating member enrollment in copay assistance programs for provider-administered drugs on behalf of Blue Cross Blue Shield of Michigan and Blue Care Network.