

## Respond to calls and inquiries from HelpScript

HelpScript is an independent company that works with Blue Care Network to coordinate member enrollment in manufacturer copay assistance programs for certain high-cost medical benefit drugs. This service will be available to many members who have coverage through BCN commercial fully insured groups starting July 1, 2025.

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.

It's critical that billing and claims staff respond to calls from HelpScript 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

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

To learn more about the HelpScript service, see our [May 22, 2025, provider alert](#).

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