

## HelpScript enrollment service for manufacturer copay assistance will start July 1 for select medical benefit drugs for additional Blue Cross and BCN commercial members

Blue Cross Blue Shield of Michigan and Blue Care Network are 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 is 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 healthcare 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 no cost to members.

On July 1, 2026, this service will expand to include:

- Some Blue Cross and BCN commercial members who have coverage through self-funded groups
- UAW Retiree Medical Benefits Trust members with BCN commercial plans

**Exceptions:** This service won't be available to members who have at least one of the following:

- A high-deductible health plan, or HDHP, with a health savings account, or HSA
- A health reimbursement arrangement, or HRA
- Coverage through the Blue Cross and Blue Shield Federal Employee Program®
- Coverage through a Flexlink® group
- A Medicare Advantage or Medicaid product as secondary coverage

Note: The HelpScript enrollment service is currently available only for members who receive treatments from professional providers.

### How will members learn about the HelpScript service?

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

Specifically, HelpScript will reach out to:

- Eligible Blue Cross and BCN commercial members who are already receiving a drug for which assistance will be available, starting July 1
- 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 a patient'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 must follow this process to receive reimbursement for certain high-cost medical benefit drugs through HelpScript:

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

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 Blue Cross or BCN finalizes its payment.

**Important:** Providers cannot bill members for the member responsible amount.

When the billing process is complete, Blue Cross and 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

If you have any 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.

In July, we'll update the document titled [Drugs: For medication discounts, adherence and prior authorization determinations](#) to reflect the expansion of this service.

### 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 members exhaust their manufacturer copay assistance funds, the drug will continue to be covered with no cost to the members, for as long as they remain enrolled in the assistance program.
- As we announced in a [May 22, 2025, provider alert](#), HelpScript started providing this service for some Blue Care Network commercial members on July 1, 2025.
- As we announced in the [November 2025 Record](#), HelpScript started providing this service for some Blue Cross commercial members on Jan. 1, 2026.

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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.