

Respond to calls and inquiries from HelpScript

HelpScript is an independent company that works with Blue Cross Blue Shield of Michigan and Blue Care Network to coordinate member enrollment in manufacturer copay assistance programs for certain high-cost medical benefit drugs. This service is available to many Blue Cross and BCN commercial members.

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 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 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 the HelpScript section of the document titled [Drugs: For medication discounts, adherence and prior authorization determinations](#).

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