

HelpScript enrollment service for manufacturer copay assistance will include Blue Cross, BCN commercial members who receive treatments from facility providers

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.

The goals of this service 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 Jan. 1, 2027, this service will expand to include members who receive treatments from facility providers.

Exceptions: This service won't be available to members who have at least one of these benefits: (1) a high-deductible health plan with a health savings account through Blue Cross Blue Shield of Michigan, (2) a health reimbursement arrangement, (3) coverage through the Blue Cross and Blue Shield Federal Employee Program®, (4) coverage through a Flexlink® group or (5) a Medicare Advantage or Medicaid product as secondary coverage.

Note: The HelpScript enrollment service isn't available to members who have coverage through Blue Cross commercial self-funded groups that haven't opted in to the service.

Starting in January, HelpScript patient advocates will provide eligible members with one-on-one guidance to 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 Jan. 1.
- Members who are newly prescribed a drug for which assistance is available.

To learn how member enrollment and the HelpScript billing process work, see the [Drugs: For medication discounts, adherence and prior authorization determinations](#) document; look for the "HelpScript enrollment service for manufacturer copay assistance" section. In January, we'll update the document to reflect the expansion of this service.

Notes:

- This service doesn't affect utilization management requirements for 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 drugs will continue to be covered with no cost to the members for as long as they remain 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.