BeneCard PBF Response to Coronavirus (COVID-19)

We have been closely monitoring the COVID-19 situation through the U.S. Centers for Disease Control and Prevention (CDC); the U.S. Food and Drug Administration (FDA) and other sources. We are also in continual communication with our pharmaceutical suppliers. Our dual focus is the health and well-being of our clients and their members and keeping our workforce safe so that we can continue to deliver the high level of service that you have come to expect from Benecard.

For our clients and their members we have modified prescription refill restrictions on maintenance medications at retail for people residing in states that have declared a state of emergency because of the virus. We suggest members call the BeneCard PBF member services number found on the back of their BeneCard PBF ID cards (1-888-907-0070), if they have any questions about how or where to get their prescriptions filled.

We are addressing this current challenge through frequent internal communications and contingency planning. We have deployed an internal task force to coordinate our response to the COVID-19 virus situation as it evolves and to communicate CDC recommended protective measures to all our employees. We have augmented our daily cleaning procedures to increase cleaning frequency and intensity and advised any employee with symptoms of the flu to stay home.

We will continue to communicate with you as this situation evolves.

For answers to frequently asked questions on COVID-19, please visit the CDC website: https://www.cdc.gov/coronavirus/2019-ncov/faq.html.

Please share this information with your colleagues as appropriate.