

Welcome to **REALRx**

Your new pharmacy benefit provider!

Starting July 1, 2025

What to Know

Salt Lake Community College wants our employees and their families to have access to effective, affordable medications. To meet that goal, the College is switching to RealRx, a Salt Lake City-based pharmacy benefits manager.

FAQs

Q. How do I contact RealRx?

A. RealRx Customer Service is available 24/7/365 at 855-433-2206

Q. What is the processing information for pharmacies to use?

- A.**
- BIN: 028181
 - PCN: REALRX
 - Group Number: Not used for Rx Processing. No need to submit.
 - Member ID: Same number as the previous Member ID with the exception of the personcode

Q. What if the pharmacy is still having trouble processing claims?

A. Have the pharmacy call the RealRx Pharmacy Help Desk at 855-433-2206 (Available 24/7/365)

Q. How do I request a Prior Authorization (PA)?

A. Prior Authorization requests can be faxed to 385-425-4052 or submitted at RealRxHealth.com

Q. How do I view covered medications and my pharmacy benefits?

- A.** Visit the RealRx website: RealRXHealth.com or by calling Customer Service you can:
- View all Covered Medications
 - Find a participating pharmacy
 - View your pharmacy

Q. ID Cards

- A.** Regence will send new ID cards. If you do not receive your ID card or if you need an additional/replacement card, contact Regence at 866-240-9580.



REALRx Local Service

Available 24/7/365



Call (855) 433-2206

Text (385) 425-4055

RealRxHealth.com