SHARx FAQs

A comprehensive guide to understanding the SHARx program and its processes.

1 What is SHARx?

SHARx is a program designed to assist members in accessing high-cost or specialty medications at a fraction of the price, or even completely free of charge.

2 Why was I enrolled in SHARx?

You have been enrolled because your medication is classified as high-cost or specialty. Your employer or health plan partners with SHARx to help alleviate the financial burden for both you and the plan.

3 Does SHARx replace my health insurance?

No. SHARx is not insurance. It operates in conjunction with your existing health plan to reduce the costs associated with certain medications.

4 Will my medication still be covered?

Yes. SHARx aims to ensure uninterrupted access to your medication. The program modifies the process for obtaining your medication but does not affect coverage.

5 What do I need to do to get started?

Most members are required to:

- Complete a brief intake form (if applicable)
- Provide basic information about their medication
- Sign any necessary consent forms
- SHARx will guide you through each step.

6 Will I need to change my pharmacy?

Our dedicated team of SHARx advocates can assist you with any questions regarding where and how to fill your medications, whether temporarily or long term.

7 Will my healthcare provider need to take any action?

In some cases, yes. Your provider may need to complete a prior authorization or provide a prescription for temporary or long-term assistance. Our dedicated team of SHARx advocates can help answer any questions.

8 How long does the approval process take?

Approval timelines vary depending on the medication and assistance program. Typically, approvals take between 1 to 3 weeks, though some may be processed more quickly. SHARx will keep you informed of progress and any required actions.

SHARx FAQs

A comprehensive guide to understanding the SHARx program and its processes.

9 Will I have to pay anything?

There is no cost to members for long-term assistance through SHARx. Copays may apply if filling a medication locally before long term assistance is set up. Our dedicated team of SHARx advocates can provide further assistance with any questions.

10 What if I need my medication urgently?

If you require an urgent fill, please try requesting a 30-day supply at your local pharmacy or contact our dedicated team of SHARx advocates for assistance. They may be able to arrange a temporary continuation of your medication while ongoing sourcing is in process.

11 Will SHARx contact me?

Yes. SHARx may reach out via phone, email, or text. Prompt responses help prevent delays.

12 What happens if I don't respond to SHARx?

Failure to respond may result in delays in obtaining your medication. It is important to reply promptly to any communication.

13 What if my medication changes?

If your healthcare provider prescribes a different medication, notify SHARx immediately. They will assess eligibility for assistance and guide you on the next steps.

14 Who do I contact if I have questions?

Members can contact our dedicated team of SHARx advocates directly via text or email. The contact details are provided below.

SHARx Member Contact Information:

Member Portal: app.sharxplan.com

Phone: 314.451.3555, option 1

Email: SHARx@sharxplan.com

Text: 314-274-3763 (Please ensure that the phone number you text from matches the one listed on your profile; otherwise, we may not receive the message.)

Hours of Operation:

Monday-Friday
8:00AM - 5:00PM CST