

About Us

Payer Matrix is a US-based Specialty Care Management provider who partnered with Ruby Tuesday to address the growing cost related to specialty medications. Our advocacy model successfully addresses high-cost specialty medications and reduces the overall prescription drug cost for you and your employer. We leverage various forms of assistance and advocacy programs to achieve these goals.

Payer Matrix was founded in 2016 as we saw a critical need for a solution to address the rising specialty drug costs and their impact on plan budgets. Our experience gives us the unique ability to provide specialized patient advocacy services and ultimately reduce the drug spend to the plan in a meaningful way. As a company, we've invested in our people, infrastructure, and processes to ensure consistent and quality service. We employ over 135 full-time staff dedicated to patient advocacy and specialty member services, operating out of four office locations providing nationwide coverage. All services are performed in-house by Payer Matrix employees, and no member services are subcontracted.

Focus on Specialty

Specialty medications have provided significant clinical breakthroughs in a variety of disease states, but that clinical success came with a very high price tag. Our patient advocacy program specifically addresses specialty drugs for both the pharmacy and medical benefits and provides significant potential cost savings to the plan and membership.

Best-in-Class Service

Our team of Clinicians and Care Coordinators are at the heart of our operations and work directly with members, plan sponsors, physicians, and other providers to provide concierge-level patient advocacy resulting in best-in-class member experience. Members experience a seamless transition to our program and clinical treatment plans remain the same – there is no compromise in clinical care whatsoever.

Reimbursement Care Coordinators work directly with Elixir Solutions to coordinate services regarding your prescription. We work very closely with each member during the eligibility process, initial prescription fill, and additional refills as well. Our coordinators are experienced, and several have clinical background (pharmacists, nurses, and technicians) resulting in an optimal experience for each employee.

Specialty Medication Program

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Comprehensive High-Touch Customer Service

Below is a summary of the steps involved in the process, and how Payer Matrix will coordinate with each member and prescriber. We are here every step of the way and will ensure a seamless prescription experience.



Frequently Asked Questions

Overall Process

Q: Is my medication still covered?

A: The method of obtaining the medication has changed. Instead of going through the Pharmacy Benefit Manager, fulfillment will now go through Payer Matrix.

Q: Who do I contact with questions?

A: Please contact Payer Matrix's Customer Service Team at (877) 305-6202, 900AM – 730PM EST.

Q: What information is Payer Matrix allowed to share regarding the HIPAA consent form?

A: The HIPAA consent form is for Specialty Rx Advocacy purposes only.

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Program Criteria

Q: What are example criteria to qualify for these programs?

A: Each medication and program may have different requirements, but they may include: Income, Clinical Appropriateness (diagnosis/indication), Medical Necessity, Age Requirements.

Q: What if my income is too high to qualify? Do I still have to work with Payer Matrix and go through the program?

A: Payer Matrix is now the interface for all specialty medications. Coverage under the benefit is the same for all employees regardless of pay. Therefore, all employees seeking benefits must go through the same process.

Q: Do I have to provide financial information?

A: Financial information may be required at times as part of the application process if there is an income threshold requirement for the manufacturer. Not all manufacturers request financials on the application. Typically, the last two pay stubs for the member and spouse are required. Payer Matrix and the manufacturers do not share your information and communicate through a secure, encrypted electronic connection.

Privacy and Security

Q: How does Payer Matrix use my data?

A: We use your prescription and treatment plan information in order to provide you with care management services.

Q: How does my employer work with Payer Matrix?

A: Payer Matrix partners with employers to help lower the cost of prescription medications for company employees.

Q: How will I receive and submit my enrollment paperwork?

A: We prefer to send information to members via overnight mailing with signatures required. We will provide a prepaid label for any return documents. Though not recommended, upon written request, we will email members utilizing an encrypted email service and password-protected documentation.

Q: How is my information protected?

A: Payer Matrix follows industry-standard data security practices and has technical and organizational measures in place that are designed to protect your personal information.

Q: Why are some forms pre-populated?

A: As part of our customer service, we normally complete as much information as possible on the application forms. We do this to make the process easier for our members as we help you navigate through the application process.

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Payer Matrix Specialty Drug List

As of September 2022

Specialty Brands						
Abraxane	Complera	Gocovri	Lucentis	Padcev	Soliris	Velcade
Actemra	Copiktra	Harvoni	Lumakras	Palforzia	Somatuline	Veletri
Acthar	Corifact	Hemlibra	Lumizyme	Palynziq	Somavert	Vemlidy
Adbry	Cosentyx	Herceptin	Lupkynis	Perjeta	Sovaldi	Venclexta
Adcetris	Cotellic	Herzuma	Lupron	Pertzye	Spinraza	Verzenio
Adcirca	Creon	Humatrope	Luxturna	Pifeltro	Sprycel	Vimizim
Adempas	Crysvita	Humira	Lynparza	Piqray	Stelara	Viracept
Afinitor	Cuvitru	Ibrance	Makena	Plegridy	Stivarga	Vitrakvi
Afstyla	Cyramza	Iclusig	Margenza	Pomalyst	Strensiq	Vivitrol
Aimovig	Danyelza	Idhifa	Mavenclad	Praluent	Stribild	Vonvendi
Akynzeo	Darzalex	Ilaris	Mavyret	Prevmis	Sucraid	Vosevi
Alecensa	Daurismo	Ilumya	Mayzent	Prezcobix	Sutent	Votrient
Alimta	Delstrigo	Iluvien	Mekinist	Prezista	Symdeko	Vpriv
Alprolix	Descovy	Imbruvica	Mektovi	Procrit	Symtuza	Vumerity
Alunbrig	Doptelet	Imcivree	Mvasi	Procysbi	Synagis	Vyepti
Amvuttra	Dovato	Imfinzi	Nerlynx	Prolastin	Tafinlar	Vyndamax
Apokyn	Dupixent	Imlygic	Neulasta	Prolia	Tagrisso	Vyondys 53
Aptiom	Edurant	Increlex	Neupogen	Promacta	Takhzyro	Vyvgart
Aralast	Elitek	Inflectra	Nexavar	Pulmozyme	Taltz	Wakix
Aranesp	Eloctate	Ingrezza	Nexviazyme	Radicava	Talzenna	Xalkori
Arcalyst	Emflaza	Inlyta	Ninlaro	Rapamune	Targretin	Xatmep
Aristada	Empliciti	Inrebic	Nivestym	Ravicti	Tasigna	Xeljanz
Asparlas	Enbrel	Isentress	Norditropin	Rebif	Tavalisse	Xeloda
Aubagio	Enhertu	Jadenu	Northera	Reblozyl	Tecentriq	Xeomin
Austedo	Entyvio	Jakafi	Nplate	Remicade	Tepezza	Xermelo
Avastin	Epclusa	Jevtana	Nubeqa	Remodulin	Tepmetko	Xgeva
Avonex	Epidiolex	Jivi	Nucala	Renflexis	Thalomid	Xolair
Avsola	Epogen	Juluca	Nulojix	Repatha	Thiola	Xospata
Bendeka	Erbitux	Juxtapid	Nutropin	Retacrit	Thiola Ec	Xpovio
Benlysta	Erivedge	Jynarque	Nuwiq	Retevmo	Tibsovo	Xtandi
Berinert	Erleada	Kadcyla	Nuzyra	Revatio	Tivicay	Xyrem
Besremi	Esbriet	Kalbitor	Nyvepria	Revcovi	Torisel	Xywav
Betaseron	Evenity	Kalydeco	Ocaliva	Revlimid	Tracleer	Yervoy
Biktarvy	Evryydi	Kanjinti	Ocrevus	Reyataz	Trazimera	Yescarta
Bosulif	Extavia	Kanuma	Odefsey	Rezurock	Tremfya	Yondelis
Braftovi	Eylea	Kesimpta	Ofev	Riabni	Trikafta	Yonsa
Breyanzi	Fabrazyme	Keveyis	Omnitrope	Rinvoq	Triumeq	Zaltrap
Brineura	Fasenra	Kevzara	Oncaspar	Rituxan	Trodelyv	Zarxio
Briviact	Feiba	Keytruda	Onpattro	Rixubis	Truvada	Zejala
Byooviz	Firazyr	Kineret	Ontruzant	Rubraca	Truxima	Zelboraf
Cabenuva	Firdapse	Kisqali	Opdivo	Rukobia	Tukysa	Zepatier
Cablivi	Fotivda	Korlym	Opsumit	Ruxience	Tykerb	Zeposia
Cabometyx	Fragmin	Koselugo	Orencia	Ruzurgi	Tymlos	Ziextenzo
Calquence	Galafold	Kovaltry	Orenitram	Rydapt	Tysabri	Zirabev
Camptosar	Gamifant	Krystexxa	Orgovyx	Sabril	Tyvaso	Zokinvy
Caprelsa	Gattex	Kuvan	Orilissa	Sandostatin	Tyvaso Dpi	Zoladex
Cayston	Gazyva	Kymriah	Orkambi	Saphnelo	Udenyca	Zolgensma
Cellcept	Genotropin	Kyprolis	Orladeyo	Selzentry	Ukoniq	Zolinza
Cerezyme	Genvoya	Lenvima	Otezla	Sensipar	Ultomiris	Zortress
Cholbam	Gilenya	Lexiva	Oxbryta	Signifor	Uptravi	Zydelig
Cimzia	Gilotrif	Libtayo	Oxervate	Siliq	Vabysmo	Zykadia
Cinqair	Givlaari	Lonsurf	Oxlumo	Simponi	Valchlor	Zynteglo
Cinryze	Glassia	Lorbrena	Ozurdex	Skyrizi	Vectibix	Zytiga