**<<Month XX, XXXX>>**

<<Full Name>>

<<Address1>>

<<Address2>>

<<City, State Zip>>

Dear **XXX**:

Starting **January 1, 202X**, [Plan Name] is changing its pharmacy benefit manager (PBM) to MedImpact. MedImpact works with [Plan Name] to manage your retail, mail-order and specialty pharmacy benefits.

MedImpact offers online tools to help you and your doctor make informed choices about your formulary and copay options. Starting January 1, 20XX, you will be able to register at www.medimpact.com or on the MedImpact mobile app. The app is available for iOS in the App Store and for Android in Google Play Store.

You will need your member ID number to begin the online process. This number is on your prescription card. Once you create a username and password for your account, you will get an email to confirm your registration details. Click the Confirm Email button in the email, and then sign in to complete the registration process.

Once you register, you can sign into your account where you can:

* Check drug prices
* View benefit highlights
* View prescription history

**How to Use Your New Pharmacy Program**

Before **January 1,** 20X**X**, you will get a new [Plan Name] ID card(s). The new ID card will have pharmacy information to allow you to fill your prescriptions. Starting January 1, 20XX, please show your new ID card to your pharmacy. Your member ID number may not change, so make sure your pharmacy knows to send your prescriptions to MedImpact instead of the prior PBM.

**Filling at a Retail Pharmacy**

You may get a 30-day outpatient prescription drug at one of 65,000 MedImpact participating retail pharmacies. To find a pharmacy near you and get driving directions, sign in to [www. /XXX] and use the online Pharmacy Locator tool.

**Mail-Order Pharmacy Program <remove this section if not using MID Mail>**If you’d like to get a 90-day supply of your maintenance medication(s), MedImpact Direct® provides free home delivery. Maintenance medication(s) are those you take regularly for conditions like high blood pressure or diabetes. Starting January 1, 20xx, you can get a 90-day supply with your prescription. To learn more, visit www.medimpact.com.

Once you’ve completed the registration process, be sure to complete your profile with details about your medications, allergies and shipping/payment details. You can request email, text or phone updates about your orders. Remember, you can only create a new account after January 1, 20XX. Visit www.medimpact.com or call (855) 873-8739 (TTY dial 711).

**Specialty Pharmacy Services** **<remove this section if not using MID Mail>**  
If you take specialty medicine(s), the MedImpact Direct Specialty® Program can help. These drugs treat chronic conditions such as rheumatoid arthritis or hepatitis C. If you are taking a specialty medication, MedImpact Direct Specialty® will contact you before January 1, 20xx to help with a smooth transition. Your medication can be delivered to your home, prescriber’s office, or place of your choice. We use plain packaging for privacy. There is no fee for standard delivery. To learn more, visit www.medimpact.com or call (877) 391-1103 (TTY dial 711).

Our specialty pharmacy program also provides you with services to help you achieve the best results from your medicine. As a [Plan Name] member you benefit from:

* Help with your treatment plan
* Copay assistance
* Nurse and pharmacist helpline, 8:00 a.m. to 8:00 p.m. Eastern Time, Monday-Friday
* 24-hour emergency service
* Educational information
* Translation services
* Personalized refill program
* Free standard shipping

**Prescription Drug Copays <This content is typically plan-specific>**

Under your new prescription benefit plan, your copayments are based on the same three-tier formulary structure that is in place today. The three tiers are:

Tier 1 – Generic prescriptions are covered at the lowest tier cost share level

Tier 2 – Preferred brand name prescriptions are covered at the second lowest tier cost share

Tier 3 - Non-preferred brand name prescriptions are covered at the third-tier cost share level

Text

Description automatically generated

Only use if your client is using standard (not co-branded) portal. Do not use if your client does not want to promote the mobile application.

**Questions?**

For more information, call a member services representative at (XXX) XXX-XXXX (TTY dial 711) after 01/01/201X.

[Plan Name] and MedImpactcare about you and want to make it as easy as possible to get you the medicine you need.

Sincerely,

[Plan Name] and MedImpact