



Dear Member:

Welcome to MedImpact! Starting **January 1, 2022**, The Christ Hospital Health Network is changing its pharmacy benefit manager (PBM) to MedImpact. We work with The Christ Hospital Health Network to manage your retail, mail-order and specialty pharmacy benefits. Our goal is to make it as easy as possible to help you get the medication you need.

MedImpact offers online tools to help you and your doctor make informed choices about your formulary and copay options. Starting **January 1, 2022**, 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 medical ID card you received from Contigo. Once you create a username and password for your account, you will receive 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

You will receive a new ID card from Contigo in December, 2021. The new ID card will have pharmacy information to allow you to fill your prescriptions. Starting **January 1, 2022**, 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.

A 10181 Scripps Gateway Ct, San Diego, CA 92131

P 888.678.7771

MedImpact.com



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.medimpact.com and use the online Pharmacy Locator tool. You can also use the Drug Pricing tool to estimate your prescription costs based on the pharmacy you choose.

Mail-Order Pharmacy Program

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, 2022**, 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, 2022**. We'll work to make sure you get your medications as soon as possible after your account is setup. Visit www.medimpact.com or call (855) 873-8739 (TTY dial 711).

Specialty Pharmacy Services

If you take specialty medicine(s), the MedImpact Direct Specialty® Program can help. These drugs treat chronic conditions such as cancer or hepatitis C. If you are taking a specialty medication, MedImpact Direct Specialty® will contact you before **January 1, 2022** 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 TCHHN team 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

Questions?

For more information, call a member services representative at (888) 678-7771 (TTY dial 711) after **January 1, 2022**.

The Christ Hospital Health Network and MedImpact care about you and want to make it as easy as possible to get you the medicine you need.

Sincerely,

The Christ Hospital Health Network and MedImpact



Let's go.

After January 1, 2022, get started by registering at medimpact.com and/or download the app at the App Store or Google Play by searching "MedImpact"