

ingenio^{Rx}
SM

We're ready!

- We've spent **more than 15 months planning** this move.
- Our **end-to-end testing approach** simulates current benefits and clinical policies and evaluates “real-world” claim interactions across retail, specialty pharmacy and home delivery.
- We've been **parallel processing 100% of our claims** to ensure that claims are processing in line with the plan's benefit design.





We're making it easier for our members!

- No changes to the benefit plan or products as a result of the move to IngenioRx.
- 24/7/365 access to our dedicated Pharmacy Member Services team.
- A dedicated specialty pharmacy, with a care team that's available 24/7/365.
- Fully integrated digital experience – all medical and pharmacy features within our website and mobile app.
- Depending on their benefit design, some members may also see lower out-of-pocket costs at the pharmacy counter.

Is anything changing?

What isn't changing?



Account team



Benefit design



Drug lists (National and Essential)



Pharmacy networks
(National and Rx Choice
Tiered Network)



Clinical programs



Prior authorizations



Claims history

What's new and improved?



24/7 Rx Member Services



Fully integrated, enhanced
digital tools

What's changing?

but scripts are transferring

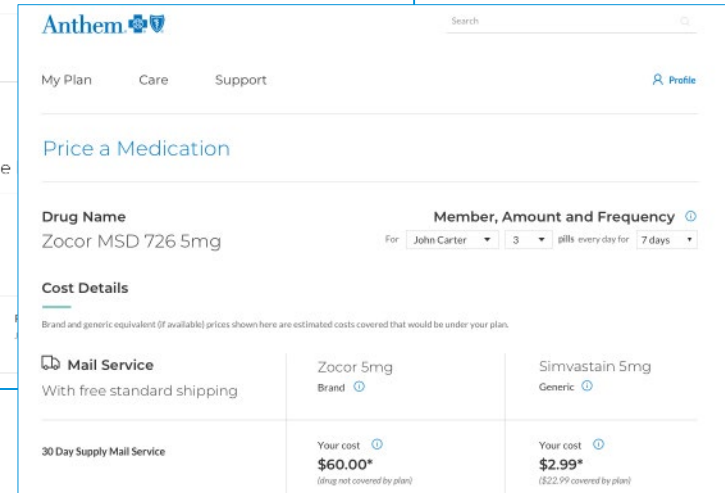
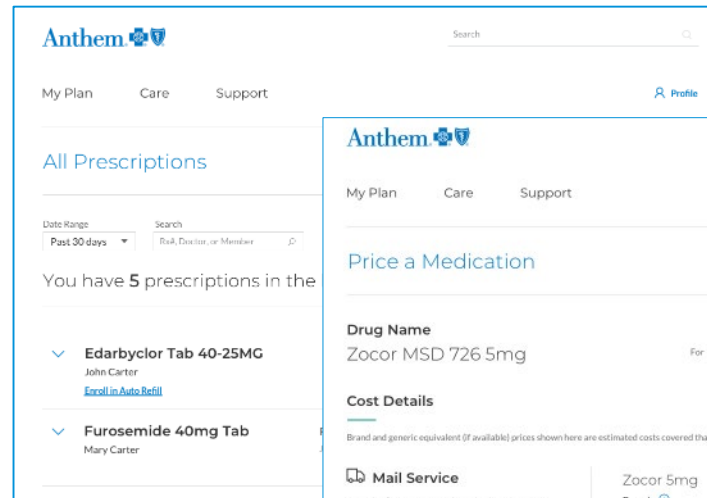
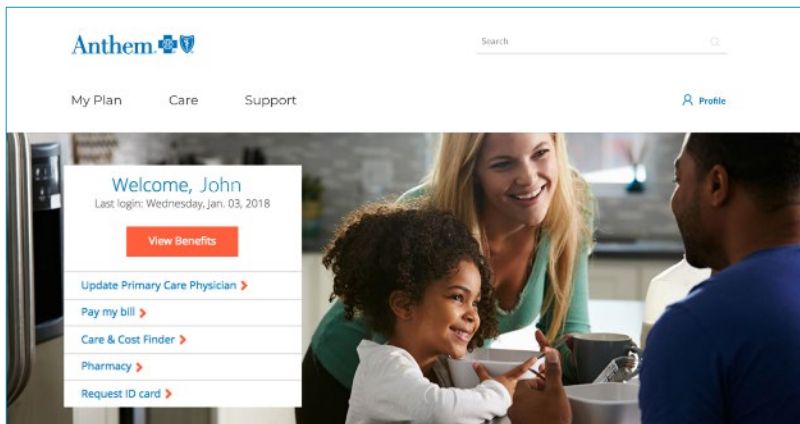


Home delivery

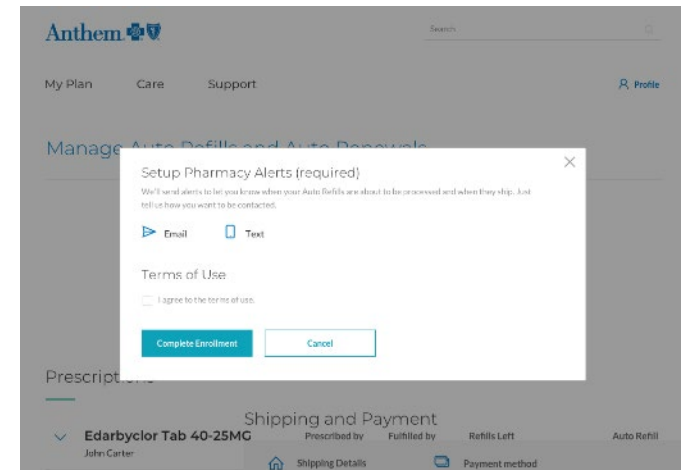
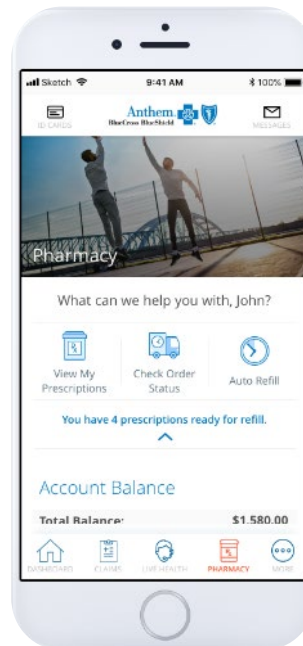


Specialty pharmacy

Fully integrated digital experience



- All pharmacy features within the health plan website and mobile app
- Some of the features members can access after they move to IngenioRx:
 - A “medicine cabinet” that stores a list of medications
 - “Price a medication” where members can price a drug at multiple pharmacies
 - Historical pharmacy claims
 - Check order status on home delivery and specialty scripts, check home delivery and specialty pharmacy account balance, sign up for auto refill and renewals, and use express checkout





Home delivery and Specialty pharmacy

- All active scripts with at least one refill will transfer to IngenioRx, except:
 - Rxs that are expired
 - Rxs for controlled substances
- Prior authorizations will transfer.
- All members using home delivery and specialty pharmacy will receive a letter about the move.
- Specialty pharmacy members will also get a phone call, or they can call us.
- Starting May 1, members can update payment and auto-refill information and refill medications online or by calling us.