



Re: Pharmacy Benefit Manager Change –January 1, 2017

Effective January 1, 2017, Hometown Health is introducing HometownRx for pharmacy benefit management (PBM) services. As our own PBM, we will administer your pharmacy benefits and offer the same network of pharmacies you trust. Enclosed please find your new identification card for you and your eligible dependents.

Your new identification card contains information that the pharmacy needs to process your prescription claim with Hometown Rx, effective **January 1, 2017**. Please continue to use your previous identification card with the MedImpact logo through **December 31, 2016**.

It is important to know this change will not affect your current pharmacy benefits or the retail or mail order pharmacy you use.

If you currently purchase your prescriptions through one of the following mail service providers, Hometown Health will continue to offer these services:

Postal Prescription Services (PPS)

Customer Service

www.ppsrx.com

Costco Mail Order Pharmacy 800-552-6694

800-607-6861 Customer Service

www.pharmacy.costco.com

If you have a current prescription on file with a mail order service, and there are refills remaining, those refills will continue to be shipped directly to your home or office until it is time for a new refill.

We have included some frequently asked questions to help you prepare for the change and to provide more information about retail and mail order prescription purchases. If you have questions about this change, please contact HometownRx Customer Service at 844-373-0970, Monday through Friday 8:00 am to 5:00 pm. We appreciate your business and look forward to serving your pharmacy needs on **January 1, 2017**.

Yours for Good Health,
Hometown Health

FREQUENTLY ASKED QUESTIONS
HometownRx PBM Change

Q. Why do I need a new Hometown Health Identification Card?

- A. Your identification card contains information that the pharmacy needs to correctly process your prescription with HometownRx as of **January 1, 2017**. You may want to provide your doctor with a copy of your new identification card at your first appointment after January 1, 2017 so that the doctor's office has your most current information on file.

Please continue to use your current identification card containing the MedImpact logo through **December 31, 2016**.

For questions about your identification card or HometownRx, please call customer service toll-free **844-373-0970**, Monday – Friday 8:00 am – 5:00 pm.

Q. Will my pharmacy benefit plan change on January 1, 2017?

- A. The change to HometownRx will not affect your pharmacy benefit plan or coverage amounts. However, your benefit plan may change during open enrollment for your employer's plan. Please contact your HR representative for more information about coverage and benefits.

Q. Will my pharmacy need to change on January 1, 2017?

- A. No, HometownRx is contracted with an extensive network of pharmacies in Nevada and throughout the United States. Please feel free to search for a pharmacy near you using our website <https://apps.hometownhealth.com/MyBenefitsCoverage/Login>

Q. Who do I call if I have a problem filling my prescription at the pharmacy?

- A. HometownRx provides your pharmacy with toll-free customer service 24 hours per day and 7 days per week by calling **844-373-0970**.

Q. Will my mail order pharmacy need to change on January 1, 2017?

- A. No. If you currently purchase your prescriptions through one of the following mail service providers, Hometown Health will continue to offer these services:

Postal Prescription Services (PPS)
Customer Service
www.ppsrx.com

Costco Mail Order Pharmacy 800-552-6694
Customer Service
www.pharmacy.costco.com

If you have a current prescription on file with a mail order service, and there are refills remaining, those refills will continue to be shipped directly to your home or office until it is time for a new refill.