



Important Pharmacy Claims Processing Change, Effective January 1, 2024

We are pleased to announce that, effective January 1, 2024, Express Scripts® will begin processing pharmacy claims for our plan members.

Express Scripts is a pharmacy benefit management (PBM) company serving more than 100 million Americans. Express Scripts Pharmacy delivers specialized care that puts patients first through a smarter approach to pharmacy services.

Members have been notified in advance and will receive a new ID card with updated pharmacy information, so that they are prepared to begin having their prescriptions filled at participating network pharmacies when this change occurs.

Providers can direct members to call the Member Services phone number listed on their ID card should they have questions about this change.

You can find frequently asked questions on our website here:

<https://www.homestatehealth.com/providers/allwell-provider-materials.html>

<https://ambetter.homestatehealth.com/provider-resources/manuals-and-forms.html>

<https://www.wellcare.com/providers/medicare-bulletins/express-scripts-transition>

Please contact your Provider Engagement Administrator with any additional questions.

As always, we appreciate the care you provide to our members.