



Will there be changes to your call center or your website?

Contact information, including phone and fax numbers will remain the same. We will use both our old and new company names in our phone greetings and IVR system for several months to ensure continuity for members. Although we will rebrand our corporate website and member portal, we will redirect all users to the new site, giving everyone a chance to save the new site in their favorites.

How will members learn about the new name?

All active mail order and specialty patients who have received a prescription from us in 2018 will receive a letter notifying them of the new name. Over time, all members will see the new name on our member portal and hear the new name when they contact the call center. We have prepared a short announcement about the new name that you may choose to share with your members via email, on your intranet or via a company newsletter.

Will pharmacy ID cards still work with the NPS logo?

Yes. Pharmacy ID cards with the NPS logo can continue to be used for retail prescriptions now and into the future. Over time we will rebrand member materials, including welcome kits and ID cards, to include the new brand. We will notify you in advance of those changes. If new ID cards are needed due to the rebrand, they will be provided at our expense and we will ensure we communicate with your members effectively and proactively.

Will there be any changes to our claim systems and/or formulary in the near future?

As decisions are made regarding claim system and formulary design, we'll work proactively with you to ensure you understand the options and any potential impact to your members.

