

# EmpiRx Platform Change 7/1/2024

- **EmpiRx Health is moving from BeneCard to Script Care Tredium**
  - This will allow EmpiRx to have In-house ownership of core platform
  - Further strengthens customer service
  - Accelerate innovation and access to the best-in-class products
- **What's Changing**
  - Pharmacy Network
    - Expanding network of pharmacies to include over 65K pharmacies
  - Member Services
    - In-house with EmpiRx
  - Online Eligibility & Claim Portal
    - Same functionality but a new portal for SJVIA Benefits Staff
  - Member ID
    - EmpiRx Health will deliver new Member IDs at no cost to your plan or members
  - Customer Service Phone Numbers
    - New and dedicated Toll-Free Service number will be included on member ID's and plan documents
  - Mail Order Pharmacy
    - Prescriptions at our current mail order pharmacy will be transferred to our new mail order pharmacy
    - Members utilizing mail order services will receive directions to register directly with our mail order pharmacy
    - Mail order pharmacy will accept non-specialty copay cards
  - Member Communications
    - Shift to simpler, more concise, member communication strategy
- **Variable Copay Assistance Program (VCAP/bWell) transitioning to Patient Saver Plus (PSP)**
  - Members enrolled in copay assistance program receive Welcome Letter informing them of Luna Health
  - Existing mail order claims transferred to new mail order pharmacy via Open Refill Transfer File
  - Existing utilizers may receive phone outreach from Luna to transfer copay assistance records so we can coordinate and manage on their behalf
  - New utilizers will receive phone outreach from Luna to setup copay assistance

