

Dear Plan Member,

We're excited to welcome you to the RxBenefits family. As a friendly reminder, we will facilitate the continued partnership with Wabash County and Express Scripts® to bring you best-in-class pharmacy benefits. Our goal is to ensure your safety, make every effort to reduce your out-of-pocket costs, and promptly address any questions or issues that may arise to ensure you get the maximum value from your new benefits plan.

You can continue to use your current ID card with Rx Processing Information and Member Services Phone Number. RxBenefits has acquired the phone number on your card and your calls will now be re-directed to our team effective January 1<sup>st</sup>, 2025.

**If there are any questions regarding prescription coverage, please contact RxBenefits:**

- **Call:** 855-315-4569 Monday – Friday 7:00 a.m. to 8:00 p.m. CT
- **Email:** [CustomerCare@rxbenefits.com](mailto:CustomerCare@rxbenefits.com)
- **Chat with a live agent via member portal:** [Member.RxBenefits.com](https://Member.RxBenefits.com) - Monday – Friday, 9:00 a.m. to 6:00 p.m. CT
- **Pharmacists call the Pharmacy Help Desk:** 800.734.4196

Please reach out to us at any time if you have any questions or concerns. We are thrilled to be partnering with you to take your pharmacy benefit to the next level.

Sincerely,

Your RxBenefits Team