

We want to inform you of a change to our pharmacy program

Prescription Drugs

Your prescription benefits are provided by a Pharmacy Benefits Manager, or PBM. We partner with Kentucky Medicaid to provide this benefit.

On July 1, 2021 we will start to work with a new PBM, MedImpact. Your pharmacy benefit will remain the same.

There are three things you should know:

1. There will be no change in the prescription drugs that are covered at this time. Over the counter drugs that are covered may change. If there is any change, you will get a letter.
2. You can use the same pharmacy but can also use any Medicaid enrolled pharmacy.
3. If your prescription needed a prior approval, a new one is not needed until your current prior approval expires.

What do you need to do?

Watch your mailbox for your new ID card. Take your new ID card with you when you go to the pharmacy.

If you forget your new ID card you can still go to the pharmacy. Tell them you have Medicaid.

Questions

Find more information about the change on our website at uhccp.com/KY

If you have questions about this change prior to July 1, please contact Unitedhealthcare member services at 1-866-293-1796, TTY 711

After July 1, you may call MedImpact at 1-800-210-7628.

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at 1-866-293-1796, TTY 711, 7 a.m. – 7 p.m. EST, Monday – Friday.

Spanish: Si el inglés no es su lengua materna, podemos ayudarle. Llame a Servicios para Miembros al 1-866-293-1796, TTY 711. Puede solicitarnos la información de este material en su idioma. Tenemos acceso a servicios de intérpretes y podemos ayudar a responder sus preguntas en su idioma.

Chinese: 如果英文不是您的母語，我們可以提供協助。請致電 1-866-293-1796、聽障專線 711 與會員服務部聯絡。您可以要求我們以您的母語提供本資料中的資訊。我們有提供口譯員服務且我們可以使用您的母語協助您解答疑問。

German: Wenn Englisch nicht deine Muttersprache ist, können wir helfen. Rufe den Mitgliederservice unter: 1-866-293-1796, TTY 711 an. Du kannst uns nach den Informationen in diesem Material in deiner Sprache fragen. Wir haben Zugang zu Dolmetscherdiensten und können dir helfen, deine Fragen in deiner Sprache zu beantworten.