



Ventegra, Inc.

A California Benefit Corporation

450 North Brand Boulevard, Suite 600

Glendale, CA 91203

Dear Member,

Welcome to Ventegra! Starting 1/1/2024, Ventegra will be managing your pharmacy benefits through Citizens Memorial Hospital. Our goal is to make sure you have high-quality, affordable prescription drugs.



### What does this mean for you?

Your new Member ID Card is on the way! This card has important information for your pharmacy. Show your new ID card next time you fill a prescription so Ventegra can start powering your prescription benefits.



### Log into your member portal beginning 1/1/24.

Please view the attached flyer to learn how to set up your portal and make full use of its features. You can log into your new member portal beginning 1/1/24 at: [myventegra.com](https://myventegra.com)



### Questions? Contact our Customer Care Team.

Ventegra is committed to providing the best customer service and is here to help you with any questions related to your benefits.

**Our Customer Care Team is available at [1-877-867-0943](tel:1-877-867-0943)**

- **Mon – Fri:** 7:00 AM to 11:00 PM CST
- **Saturday:** 9:00 AM to 9:00 PM CST
- **Sunday:** 9:30 AM to 6:00 PM CST

If you reach us outside these hours, you can leave us a voicemail. We will respond to your question within the next business day.

You can also email us at [CCT@ventegra.com](mailto:CCT@ventegra.com) or live chat with our Customer Care Team by clicking the "Live Chat" button in the lower right corner at [ventegra.com](https://ventegra.com).

We look forward to serving you!

Sincerely,  
Ventegra



## IMPORTANT INFORMATION ABOUT YOUR MEMBER PORTAL

Ventegra is keeping you informed – because knowledge is power. Stay on top of your prescription drug benefits with the Ventegra Member Portal.

### Secure, 24-hour online access to:

- Accumulated Deductible and Maximum Out-of-Pocket (MOOP) Amounts
- Participating Pharmacies
- Drug Fill History Including Medication Information Sheet
- Drug Pricing Estimates
- Alternative Pharmacy Pricing Tool
- Member ID Cards
- Customer Service Contact Information

### Registration is easy – takes only a few minutes!

1. **Beginning your plans effective date, 1/1/24, visit the Ventegra Member Portal at: [myventegra.com](https://myventegra.com)**
2. **Select the “Sign Up” link**  
Enter your member ID, name, and date of birth
3. **Create your Account by providing an email address and password**
4. **Verify Email Address**  
Verify your email address using the 6-digit code sent to you. If you do not receive your code in a reasonable time, please check your spam or junk email folder.

### Questions?

We pride ourselves in providing clear and open communication with members. If you have any questions, please contact our Customer Care Team.

#### by phone

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## GET TO KNOW OUR CUSTOMER CARE TEAM

Our Customer Care Team agents treat all patients and pharmacists with respect and understanding. We are a company of pharmacists, so we know what it's like to be at the other end of the line.

Ventegra uses the latest technology to make sure all your questions are answered quickly and correctly. We offer over **250 languages** options and video interpretation as well.

### We can help with...

- Setting up and navigating your member portal
- Providing general information about your health plan, like your copayment and which drugs your plan covers
- Learning which pharmacies are in your network
- Working with your pharmacy to accurately submit your prescriptions

The list goes on! If your concern isn't mentioned above, we still encourage you to call.

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## WELCOME TO VENTEGRA'S FORMULARY

Welcome to your new formulary! Our formulary is comprised of both brand and generic medications that has been developed by a committee of physicians and pharmacists to ensure the provision of safe, efficacious, and cost-effective drug therapy. We recommend that you review the new formulary carefully as you may be taking medications that are no longer covered or may require a new prior authorization. If necessary, please consult with your physician.

Your new formulary can be found by visiting our website at [ventegra.com](https://ventegra.com), clicking on “**Drug List & Formularies**” at the bottom, and downloading [Premium formulary].

If you are currently taking prescription drugs that may require a prior authorization (as noted “PA” on the formulary), we recommend that you contact Ventegra as early as [1/1/2024] to begin the prior authorization process. Ventegra will work with your physician to gather the information needed to complete the prior authorization review.

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## WELCOME TO VENTEGRA'S PHARMACY NETWORK

Filling your prescriptions at Stephens Pharmacy will give you the best pricing through Citizen Memorial Hospital's health insurance. If you are unable to use Stephens Pharmacy, we have over 67,000 pharmacies in our nationwide network. It is likely your pharmacy is already included since our network includes independent and nationwide chain pharmacies.

Follow the steps below to maximize your health benefits.

### ✓ **Get the most out of your pharmacy network.**

#### **Save the most money by filling your prescriptions at Stephens Pharmacy. .**

When you use Stephens Pharmacy to fill your prescriptions, you will receive the best pricing. If you are unable to fill your prescriptions through Stephens Pharmacy, you can use one of the other in-network pharmacies. Please take a moment to ensure your pharmacy is in-network so you don't have to pay the full cost of medications.

### ✓ **Locate participating in-network pharmacies using your member portal.**

Only participating-network pharmacies will appear in the Pharmacy Locator function. See below for a step-by-step guide on how to use this tool.

#### **Step 1: Find the "Pharmacy Locator" Tab**

The "Pharmacy Locator" tab is on the top blue bar. Click on this link to proceed to the next step.



## Pharmacy Locator



## Step 2: Enter Your Search Criteria

Select your search radius by entering your zip code or city and state.

OR

## Step 3: Search!

Click the search button. The portal will show you the in-network pharmacies in your selected region.

### Pharmacy Locator

OR

Results

| Logo | Pharmacy                                                              |
|------|-----------------------------------------------------------------------|
|      | COSTCO PHARMACY #474<br>7095 MARKET PL DR<br>GOLETA, CA<br>8056854141 |
|      | CVS PHARMACY # 11216<br>7030 HOLLISTER AVE<br>GOLETA, CA              |

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## IMPORTANT INFORMATION REGARDING BLOOD GLUCOSE METERS & STRIPS

Ventegra is the administrator of your pharmacy benefits through Citizens Memorial Hospital. We value our partnership with Citizens Memorial Hospital and the continual efforts to provide quality, affordable healthcare.

Effective 1/1/2024 the following Blood Glucose Meters will be provided to you at no cost and their respective Blood Glucose Test Strips are covered at preferred formulary status:

| <b>Blood Glucose Meters</b><br><b>Covered at No Cost</b>   | <b>Blood Glucose Test Strips</b><br><b>Covered at Preferred Formulary Status</b> |
|------------------------------------------------------------|----------------------------------------------------------------------------------|
| True Metrix<br>True Metrix Air<br>ReliOn True Metrix Air   | True Metrix Strips<br>ReliOn True Metrix Strips                                  |
| FreeStyle Lite<br>FreeStyle Freedom Lite<br>Precision Xtra | FreeStyle Lite<br>FreeStyle Precision Xtra<br>Precision Xtra Ketone              |

For more information on how to receive a covered meter at no cost or for additional support regarding covered glucose meters and test strips, such as obtaining help learning how to use a new meter, please refer to the contact information in the additional flyers enclosed.

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**FreeStyle**  
Blood Glucose Monitoring Systems

**IMPORTANT PLAN UPDATE FOR  
YOUR PATIENTS WITH DIABETES**

**FreeStyle brand  
meters & test strips  
are Dual Preferred**



**Members can receive a  
FREE meter<sup>1</sup> by:**

- Bringing their prescription for a FreeStyle meter and strips to their local retail pharmacy with  
**RxBIN: 610020 Group #: 99992432  
ID #: ERXVENTEGRA**
- Calling Abbott Diabetes Care at  
1-866-224-8892 with Offer Code  
608VCGZE
- Signing up at [ChooseFreeStyle.com](http://ChooseFreeStyle.com)  
with Offer Code 608VCGZE



**FreeStyle Lite**  
Compact and portable.



**FreeStyle Freedom Lite**  
Large, easy to read display.

**Recommend FreeStyle brand meters & test strips today!**



For In Vitro Diagnostic Use.

FreeStyle Lite blood glucose test strips are intended to be used with FreeStyle Lite and FreeStyle Freedom Lite meters only.

**REFERENCE: 1.** This offer is void where prohibited by law. Abbott may modify or rescind this offer at any time without notice. The free meter is provided as a sample and is limited to one meter per eligible person. The meter cannot be resold nor submitted for any third party payor for reimbursement.

FreeStyle and related brand marks are trademarks of Abbott Diabetes Care Inc. in various jurisdictions. Other trademarks are the property of their respective owners.

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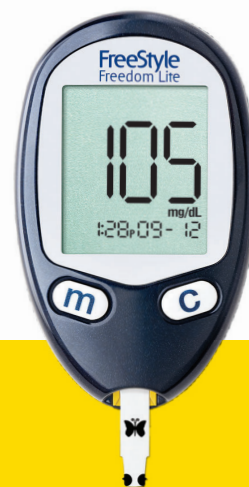


# ATTENTION Members with Diabetes

**FreeStyle brand meters &  
test strips are Dual Preferred**



**FreeStyle Lite**  
Compact and portable.  
Perfect for on-the-go testing.



**FreeStyle Freedom Lite**  
Large, easy to read display.  
Comfortable to hold.

**As a member, you can receive a FREE meter<sup>1</sup> by:**

- **TAKING YOUR PRESCRIPTION**

for a FreeStyle meter and strips to your local retail pharmacy with  
RxBIN: 610020 Group #: 99992432 ID #: ERXVENTEGRA

- **CALLING**

Abbott Diabetes Care toll-free at 1-866-224-8892 with Offer Code 608VCGZE

- **SIGNING UP**

at ChooseFreeStyle.com with Offer Code 608VCGZE

**Learn more at [MyFreeStyle.com](https://MyFreeStyle.com)**



**FreeStyle**  
Blood Glucose Monitoring Systems

For In Vitro Diagnostic Use.

FreeStyle Lite blood glucose test strips are intended to be used with FreeStyle Lite and FreeStyle Freedom Lite meters only.

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FreeStyle and related brand marks are trademarks of Abbott Diabetes Care Inc. in various jurisdictions. Other trademarks are the property of their respective owners.

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