

## Elixir is becoming MedImpact. Here's what you and your members need to know.

Earlier this year, Elixir was acquired by MedImpact, the nation's largest independent pharmacy benefit and health solutions company. You may have already noticed our new name, and the transition is well underway, with completion planned by the end of the year. We've carefully planned this process to ensure a smooth and seamless experience. Here's what you need to know:

### **Member ID cards.**

- **Members can continue to use their current ID card with no disruption.**
- Rx BIN and Rx PCN will remain the same.
- There is no need to re-card current members. However, if you prefer to, we will have logos available in our "brand-in-a-box" (see below for more details).

### **Member customer care.**

- All member customer care phone numbers will remain the same.
- Members can continue to use their customer care emails.
- The Interactive Voice Response (IVR) branding will change to, "Thank you for calling MedImpact, formerly Elixir Solutions." Additional customer call center talking points will be available about the name change.

### **Member portals and mobile app.**

- The [ElixirSolutions.com](https://ElixirSolutions.com) website and associated web pages will be rebranded to MedImpact. Web banners will also be displayed to keep members informed of this transition.
- To ensure a smooth experience, we will be keeping the [ElixirSolutions.com](https://ElixirSolutions.com) URL the same.
- Members will be able to use their existing log-in and password and will still have the same portal experience, but with the MedImpact logo and colors.
- The member mobile apps (iOS and Android) will reflect the new brand, and just like the portals, the member experience will remain the same.

**There is no action needed at this point and members can continue to access their benefits as usual.**

### **Pharmacy network.**

There will be no change to the pharmacy retail network. Members who were using Elixir Mail and Elixir Specialty Pharmacy have been transitioned to Birdi and Specialty by Birdi, respectively. Utilizing members have already been notified of this change through a notice included in their medication shipment.