



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



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 or live chat with our Customer Care Team by clicking the “Live Chat” button in the lower right corner at 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**
- 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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by chat

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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://www.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. .

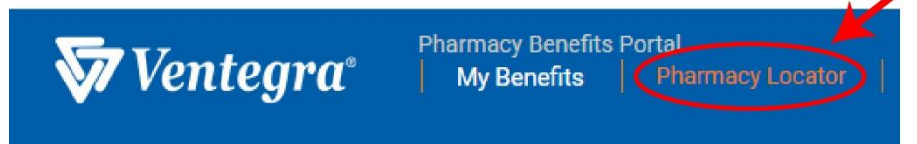
When you use Stephens Pharmacy to fill your prescriptions, you will receive the best pricing. If you are unable to fill your prescriptions through Stephens Pharmacy, you can use one of the other in-network pharmacies. Please take a moment to ensure your pharmacy is in-network so you don't have to pay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

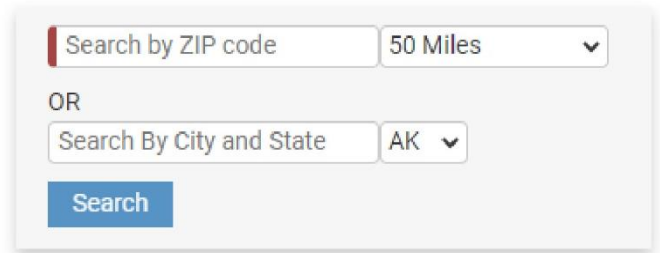


Pharmacy Locator



Step 2: Enter Your Search Criteria

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



Search by ZIP code 50 Miles

OR

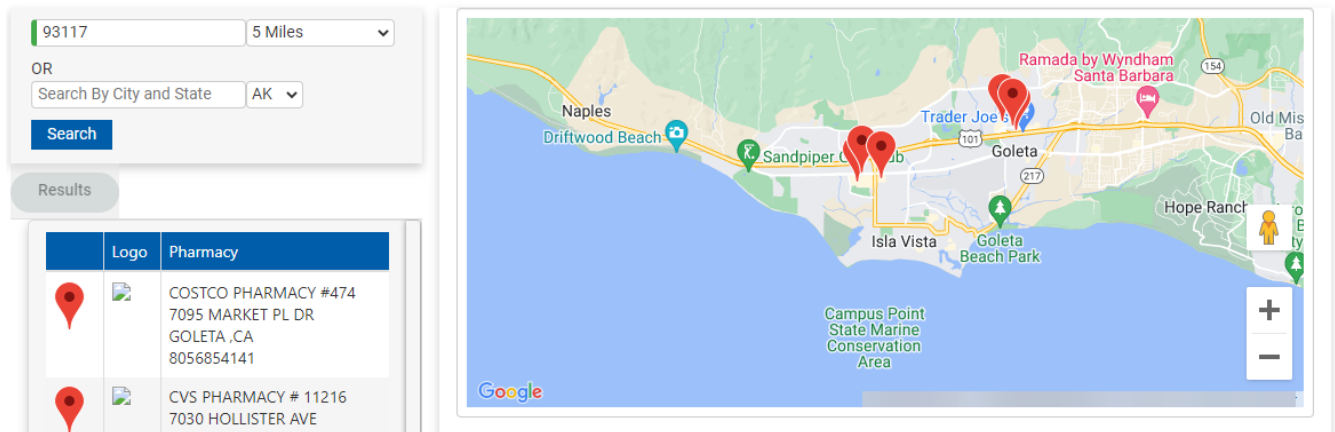
Search By City and State AK

Search

Step 3: Search!

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

Pharmacy Locator







93117 5 Miles

OR

Search By City and State AK

Search

Results

Logo	Pharmacy
	 COSTCO PHARMACY #474 7095 MARKET PL DR GOLETA ,CA 8056854141
	 CVS PHARMACY # 11216 7030 HOLLISTER AVE GOLETA ,CA

Map showing search results for Goleta, CA. Locations include Ramada by Wyndham Santa Barbara, Trader Joe's, Sandpiper Club, Goleta, Isla Vista, Goleta Beach Park, and Hope Ranch. The map also shows the Campus Point State Marine Conservation Area.

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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:

Blood Glucose Meters Covered at No Cost	Blood Glucose Test Strips Covered at Preferred Formulary Status
True Metrix True Metrix Air ReliOn True Metrix Air	True Metrix Strips ReliOn True Metrix Strips
FreeStyle Lite FreeStyle Freedom Lite Precision Xtra	FreeStyle Lite FreeStyle Precision Xtra 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 meter¹ 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 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.

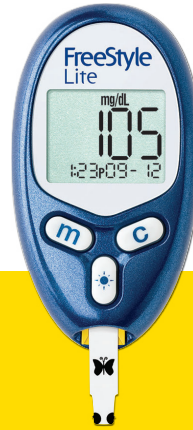
FreeStyle and related brand marks are trademarks of Abbott Diabetes Care Inc. in various jurisdictions. Other trademarks are the property of their respective owners.

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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** meter¹ 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](http://MyFreeStyle.com)



FreeStyle
Blood Glucose Monitoring Systems

For In Vitro Diagnostic Use.

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