

Welcome to your prescription drug benefit on behalf of Reta Trust.

Dear Member,

We're pleased to announce that Elixir will begin managing your prescription drug benefit. This letter provides an important overview of your plan benefits. You can find more information about Elixir and your prescription benefit online by registering at elixirsolutions.com. Your new prescription drug card is also enclosed with this letter.

VISIT THE MEMBER PORTAL

Elixir makes it fast and easy to manage your prescription drug benefit, online and on the run. The Elixir Member Portal and the Elixir mobile app are free, easy-to-use tools that provide you the resources you need to make better, smarter decisions about your health.



Review your coverage



Discover ways to save



View your Rx claims history



Find a nearby pharmacy



Get drug info & pricing



Display / Print your ID card

To activate your Member Portal online account, go to elixirsolutions.com, select 'Register' and follow the instructions. To use the mobile app, search 'Elixir' in your device's App Store.

How to Register:

1. Go to www.elixirsolutions.com
2. Select **Register/Login** in the top right hand corner.
3. Enter the Rx Bin Number from your Member ID card (009893), click Submit.
4. Select Member Portal on the left, under Manage Pharmacy Benefits.
5. Select **Register** in the top right hand corner of the screen.
6. **Fill in the required fields notated by the *.** **For the Member ID please reference your ID card.**
7. Your username will be your email address
8. Your password will be case sensitive
9. Once all required fields have been entered click the **REGISTER** button at the bottom of the screen.
10. Record the username and password for future use.



PREFERRED DRUGS

Your benefit plan may limit coverage for certain drugs. You can find more detailed information, including whether a drug is covered by logging in to the member portal at elixirsolutions.com. You may also refer to the Summary Plan Description provided by your plan or contact your plan administrator for more information.



COST SHARE

A copay is the portion of your prescription drug cost that you are responsible for paying. Your plan's copays are listed in the Pharmacy Schedule of Benefits.



RETAIL PHARMACIES

Your plan has a network of 72,000+ participating retail pharmacies, including Walgreens, CVS, Rite Aid and Costco stores. To find a network pharmacy near you, log in to the Member Portal (elixirsolutions.com) or the Elixir mobile app. You can also call Elixir Customer Care at 844-852-7437.



MAIL ORDER PHARMACY

We are pleased to provide mail order services through Elixir Pharmacy. Mail order of maintenance medications is an excellent way to receive prescriptions quickly and conveniently no matter where you are in the U.S. with delivery straight to your home—plus standard shipping is free. If you take medications on a regular basis to treat a chronic condition, such as high blood pressure, high cholesterol or diabetes, consider using mail order for added convenience.

Step 1: REGISTER with Elixir Pharmacy using one of these three easy options:

- **Online:** Visit elixirsolutions.com and select 'Register/Login'. Navigate to the Mail Member portal by entering 009893 as your Rx Bin number from your member ID card, then select Mail Portal on the right side, then Select Register Now at the bottom of the page. Use your ID card to complete the registration. Your account will activate within 24 hours and you will receive an email confirmation.
- **Phone:** Call Elixir Pharmacy Customer Care at 866-909-5170.
- **Mail:** Complete the Enrollment Form enclosed in this packet.

Step 2: Ensure Elixir Pharmacy has your prescriptions on file:

- **E-prescribe:** Ask your doctor to send a new 180-day supply prescription using the number: NCPDP 36-77361.
- **Phone:** Call our Customer Care team at 866-909-5170. We will reach out to your physician or current pharmacy to get your 180-day supply prescription transferred and answer any additional questions you may have.
- **Mail:** Mail your new 180-day supply prescription to us at: Elixir Pharmacy, 7835 Freedom Ave. NW, North Canton, OH 44720 with the order form enclosed in this packet.

Your prescriptions will only be mailed to you once registration is complete and your prescriptions have been received by Elixir Pharmacy. If you have any questions, please refer to the enclosed brochure for more information or call 866-909-5170.



SPECIALTY PHARMACY

Elixir Specialty is the exclusive provider for your specialty medications as part of your prescription drug plan. Managing chronic and complex conditions requires knowledgeable, caring professionals and personalized care. Elixir Specialty pharmacists, pharmacy technicians and care representatives are trained to provide you the best information and therapy available.

Elixir Specialty offers you the following patient support services at no charge:

- Personalized support to help you achieve the best results from your prescribed therapy.
- Convenient delivery to your home or prescriber's office.
- Easy access to a team of Care Navigators who can answer medication questions, provide educational materials about your condition, help with potential side effects and provide confidential support.
- Assistance with your specialty medication refills and personalized assessments to ensure progress on your therapy.

For more information, please call Elixir Specialty at 877-437-9012.



FREE GLUCOMETER

Your Elixir benefit includes a FREE blood glucose monitoring device (glucometer). Limit of one glucometer per member. To take advantage of this offer:

- FreeStyle: Visit choosefreestyle.com, enter code NERDL4A9 or call 866-224-8892.
- OneTouch: Visit onetouch.orderpoints.com, enter code 737ERX001 or call 866-868-8425.



COMPLAINTS AND APPEALS

Please refer to the Summary Plan Description provided by your plan or contact your Plan Administrator for instructions on how to file a grievance with your plan or appeal a coverage determination.

You can view your prescription drug benefit on the Member Portal at elixirsolutions.com or call Customer Care at 844-852-7437 (TTY 711), 24 hours a day, 7 days a week.

Sincerely,

Elixir on behalf of Reta Trust
Online: elixirsolutions.com
Phone: 844-852-7437 (TTY 711)
Email: care@elixirsolutions.com