



Ventegra, Inc.
A California Benefit Corporation
450 North Brand Boulevard, Suite 600
Glendale, CA 91203

Dear Member,

Welcome to Ventegra! Ventegra manages your pharmacy benefits through MultiCare Health System. Our goal is to make sure you have high-quality, affordable prescription drugs.



What does this mean for you?

Your pharmacy benefit information will be included on your medical health plan ID cards. Show your ID card next time you fill a prescription so Ventegra can start powering your prescription benefits.



Log into your member portal.

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 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 **1-833-393-0445**

- **Monday – Friday:** 5:00 AM to 9:00 PM (PT)
- **Saturday:** 7:00 AM to 7:00 PM (PT)
- **Sunday:** 7:30 AM to 4:00 PM (PT)

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.org.

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. 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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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
- Signing up for mail order
- Providing general information about your health plan, like your copayment and which drugs your plan covers
- Learning which pharmacies are in your network
- Correcting any pharmacy mistakes to confirm your claims are paid
- Fixing eligibility issues
- Communicating with physicians about prior authorization

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 PHARMACY NETWORK

Ventegra is here to help you with the transition to your new pharmacy network. It's a quick and easy process! If you would like to switch pharmacies, choose the best pharmacy for you out of our wide range of options. Our network includes national chains as well as independent pharmacies.

Follow the steps below to maximize your health benefits.

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

Save money by filling your prescriptions in-network.

When you visit in-network pharmacies, your health plan covers certain prescriptions. This means you don't have to pay the full cost of those medications.

If you go to an out-of-network pharmacy, the prescriptions may not be covered, so you'll have more out-of-pocket costs.

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

Only network-participating 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

Search by ZIP code ▼

OR

Search By City and State ▼



Step 2: Enter a Location and Scale the Range

Enter your zip code and use the drop-down menu to select the range of your search.

Pharmacy Locator

▼

OR

Search By City and State ▼

Step 3: Search!

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

Pharmacy Locator

98391 5 Miles

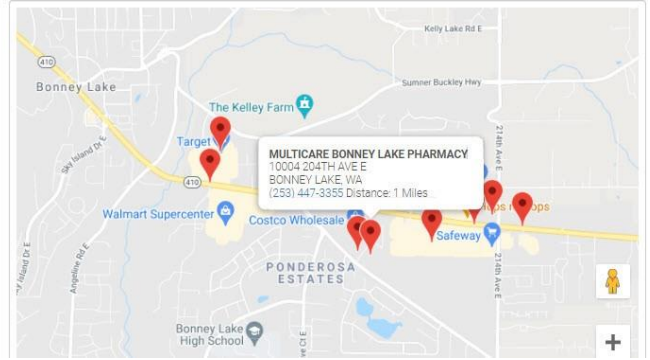
OR

Search By City and State AK

Search

Results Mail Order

	MULTICARE BONNEY LAKE PHARMACY 10004 204TH AVE E BONNEY LAKE, WA 2534473355
	RITE AID PHARMACY # 05267 21302 STATE ROUTE 410 EAST BONNEY LAKE, WA 2538622822



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Need a medication?



**Fill your prescription at a
MultiCare pharmacy.**



At MultiCare Pharmacies, you'll find

- Competitive pricing, with most insurance plans accepted
- Friendly staff available to answer your questions
- Convenient options to receive your medications (pick up or free delivery by mail for WA and ID residents)
- Prescription instructions, status and pickup notifications via MyChart
- 24/7 refill request through MyChart or automated phone system
- Automatic refill program
- Specialty medications and compounding services
- Immunizations
- Financial assistance for eligible patients



Scan the QR code to
find a location or visit
multicare.org/pharmacy

MultiCare 

Pharmacy

MULTICARE SPECIALTY PHARMACY SERVICES

TACOMA

315 MLK Jr Way
Tacoma, WA 98405



For information including ordering refills, checking on the status of your prescription, or having your prescription transferred to our pharmacy, call:

253-403-8326

**MultiCare
Specialty
Pharmacy
Services**



MultiCare 

multicare.org

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MultiCare 
Specialty Pharmacy

multicare.org



WHAT ARE THE DELIVERY HOURS?

You have a partner you can trust – a dedicated pharmacy that will work with your care team, insurance company, and medication assistance resources to be there for you every step of the way.

HERE'S HOW IT WORKS:

- We receive a prescription from your provider
- We work with your insurance company to authorize treatment
- We help to find programs you may be eligible for to reduce or eliminate your co-pay
- We work with you to arrange for the delivery of your medicine on your schedule
- We provide over the phone pharmacist counseling and disease state management
- We monitor your refills and call you to set up delivery

WHAT IS A SPECIALTY MEDICATION?

- Usually complex and chronic disease states
- Often high cost and require co-pay assistance
- Have special distribution requirements
- Special storage requirements and patient education
- Strict dose monitoring required





IMPORTANT INFORMATION REGARDING BLOOD GLUCOSE METERS & STRIPS

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, obtain help learning to use a new meter, or for additional support regarding covered glucose meters and test strips, please refer to the additional documents enclosed.

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The TRUE METRIX Self-Monitoring Blood Glucose Systems are designed to help people confidently and accurately manage their diabetes.

To receive a FREE meter please:

1. Take this flyer to your pharmacy of choice
- or
2. Call (866)-788-9618

Please have your pharmacist use a prescription on file or call your physician to obtain a new prescription.

BIN#: 015251

PCN: PRX2000

Identification #: HB224289455

Group Code: TRUEPORT22



Select the Meter That Best Meets Your Individual Testing Needs

TRUE METRIX® AIR – Technology with Reach

FEATURES:

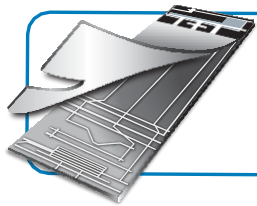
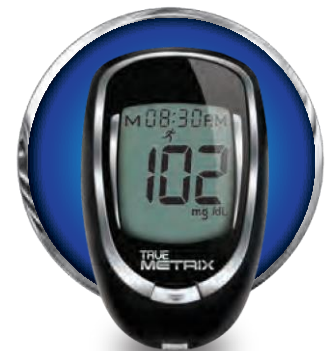
- Bluetooth Smart Connectivity
- No Coding
- Results as fast as 4 seconds
- 7-, 14-, 30-, 60- and 90- day averaging
- 6 Event Tags
- Stores 1,000 results with time and date



TRUE METRIX® – Accuracy Is Confidence

FEATURES:

- No Coding
- Results as fast as 4 seconds
- 7-, 14- and 30-day averaging
- 6 Event Tags
- Stores 500 results with time and date



Both systems use TRUE METRIX®
Self-Monitoring Blood Glucose Test Strips

Visit www.trividiahealth.com to view training videos on how to operate your meter or call the Trividia Customer Care Team at (800)-803-6025 Monday through Friday 8am-8pm Eastern Standard Time.

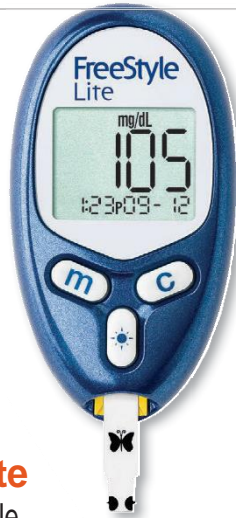
**TRUE
METRIX**
AIR
SELF MONITORING BLOOD GLUCOSE SYSTEM

**TRUE
METRIX**
SELF MONITORING BLOOD GLUCOSE SYSTEM

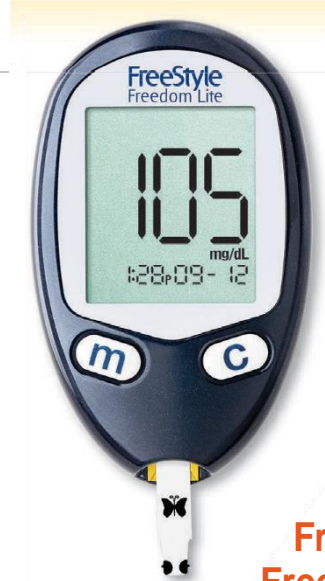
TRIVIDIA
HEALTH™

IMPORTANT PLAN UPDATE FOR YOUR MEMBERS WITH DIABETES

FreeStyle brand meters & test strips are Dual Preferred by Ventegra Health Benefit Plan



FreeStyle Lite
Small and portable



FreeStyle Freedom Lite
Large numeric display

- Ventegra Health Benefit Plan members can receive a **FREE meter**¹
- bringing their prescription for a FreeStyle meter and strips to their local retail pharmacy,
 - calling Abbott Diabetes Care at 1-866-224-8892 with Offer Code 608VCGZE,
 - signing up at ChooseFreeStyle.com with Offer Code 608VCGZE



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



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.
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. ©2017 Abbott. ADC-05325 v1.0 07/17

