

## Information about upcoming changes to Medicaid and Family Health Plus pharmacy benefits (effective October 1)

- ▼ Callen-Lorde Community Pharmacy will accept all Medicaid and FHP health plans that are currently accepted at Callen-Lorde
- ▼ Bring your new pharmacy benefit card to your pharmacy
- ▼ Be ready for delays when this new system first starts:
  - Request renewals through your pharmacy (it may be faster than asking your provider or Callen-Lorde)
  - Request renewals 7 days before you run out of medications
  - Some of your medications may now require prior authorization and will take longer to process
- ▼ Some of your medications may not be covered by your new plan and you may need to contact your provider to discuss changing them
  - Make sure your contact information is current at Callen-Lorde
- ▼ Look for a mailing from your health plan regarding these changes and containing your new benefit card. Call your plan with any questions about this benefit change:
  - **Fidelis:** (888) 343-3547
  - **HIP:** (800) 447-8255
  - **Health First:** (866) 463-6743
  - **MetroPlus:** (800) 475-6387
  - **MetroPlus Special Needs Plan:** (800) 475-6387
  - **Neighborhood Health Providers:** (800) 826-6240
  - **Amida Care Special Needs Plan:** (800) 556-0689

*Thank you,  
Callen-Lorde Management*