

Transition from Express Scripts to MedImpact

Beginning January 1, 2026, MedImpact will administer our prescription drug plan. We understand that transitions like these can raise questions and concerns. Please know our Human Resources team is working closely with MedImpact to ensure a smooth and thoughtful transition for all employees and their families. We are committed to keeping you informed and supported every step of the way.

ID Cards

- You will receive a new HMA/MedImpact ID card in late December – begin using it on January 1, 2026.
- Continue using your current HMA/Express Scripts ID card through December 31, 2025.

Customer Care

- The MedImpact customer care phone number is (844) 401-2050.
- You can begin to contact MedImpact customer care on January 1, 2026.

Member Portal and Mobile App

- The MedImpact member portal and mobile app will be available starting January 1, 2026, offering convenient access to your pharmacy benefits.
- Member portal: medimpact.com/members
- Mobile app: MedImpact, available on iOS and Android

Pharmacy Network

- MedImpact's network includes over 62,000 participating pharmacies across the U.S., ensuring convenient access wherever you are.
- Members can fill prescriptions at popular chains like CVS, Walgreens, Walmart, Rite Aid, Kroger, Safeway, Publix, Target, and more. In addition to large chains, many independent community pharmacies are also part of the network, offering personalized service close to home.

Drug Formulary

- While MedImpact has its own drug formulary, differences from Express Scripts are minimal, and we anticipate limited disruption.
- If your current medication is affected by a new prior authorization requirement or exclusion, MedImpact will contact you directly via letter and phone call.
- If your current medication is excluded, MedImpact will provide covered alternatives and you will have until March 31, 2026, to consult with your doctor about switching.

Mail Order / Home Delivery

- MedImpact Direct will be the new mail order / home delivery pharmacy provider.
- This platform allows members to conveniently order maintenance medications online and have them delivered directly to their home. It's designed to support long-term prescriptions with features like automatic refills, tracking, and pharmacist support.
- If you currently use Express Scripts for home delivery and have active refills that extend into 2026, your prescription will automatically transfer to MedImpact Direct – no action is needed from you.
 - Note: Some medicines can't be transferred; these include controlled substances, prescriptions which have never been filled, expired prescriptions, and prescriptions with no refills left. MedImpact Direct staff will help you get prescriptions for these drugs.

- If your Express Scripts home delivery prescription expires before January 1, 2026, you'll need to enroll in MedImpact Direct's mail order service in 2026 to continue receiving medications by mail.

Specialty Medications

- MedImpact Direct Specialty will be the new specialty drug provider.
- MedImpact Direct Specialty pharmacy will proactively reach out to members currently using specialty medications to guide them through the transition.

We appreciate your patience and understanding during this transition. Please be sure to open any mail from MedImpact and reach out to Human Resources if you have questions or need support. We're here to help ensure you and your loved ones continue to receive the care and coverage you deserve.