

Commitment to Communication

From your Provider Relations team.



nh healthy families.

2 Executive Park Drive
Bedford, NH 03110

Important Pharmacy Claims Processing Change Effective January 1, 2024

October 24, 2023

We are pleased to announce that, effective January 1, 2024, Express Scripts® will begin processing pharmacy claims for our plan members.

Express Scripts is a pharmacy benefit management (PBM) company serving more than 100 million Americans. Express Scripts Pharmacy delivers specialized care that puts patients first through a smarter approach to pharmacy services.

Members will be notified in advance and will receive a new ID card with updated pharmacy information, so that they are prepared to begin having their prescriptions filled at participating network pharmacies when this change occurs.

Providers can direct members to call the Member Services phone number listed on their ID card should they have questions about this change.

Please contact Provider Services at 1-866-769-3085 with any additional questions

Thank you for the care you provide to our members.

Sincerely,

NH Healthy Families

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to stay in touch with initiatives
and happenings around the state.
#NHhealthy



1-866-769-3085

TDD/TTY: 1-855-742-0123

[NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)