

## Frequently Asked Questions

On September 1, EnvisionRx is changing its name to Elixir. Although only the name is changing – you will continue to enjoy the same great pharmacy benefits and services you’ve come to expect – we understand that you may have questions.

Here are answers to the questions we’re hearing most often from members.

**Q: Do I need a new Member ID card?**

A: No. Please continue using your current Member ID card. Your current card still provides all the information needed to process your prescriptions without interruption.

**Q: Will my Member ID number change?**

A: No. The Member ID number on your card will remain the same. Please continue using it.

**Q: Will my coverage be affected by this name change?**

A: No. You will continue to enjoy the same benefits and services now and after the September 1 name change to Elixir.

**Q: Can I still use the same participating retail and mail order pharmacies that I do today?**

A: Yes. You can still use the pharmacies in the current retail network.

**Q: What changes might I expect to see?**

A: Depending on the services you use, you may begin seeing and hearing the Elixir name along with the EnvisionRx name as early as August 1. By September 1, the Elixir name will be in use across all service lines.

**Q: What may not reflect a name change as of September 1?**

A: Some communications and documents may not change on September 1 but will, instead, transition over time. Your Member ID card will not change, so you can continue to use your current card without interruption.

**Q: What website should I use?**

A: You can still access the same websites you have been using, and you will start to see [elixirsolutions.com](https://elixirsolutions.com) on most materials. You can also change your bookmark to [elixirsolutions.com](https://elixirsolutions.com) to log in to your Member Portal and visit the website.

**Q: If I need to call, do I use the same phone number I've always used?**

A: Yes. Continue to use the number on your Member ID card.

***Home Delivery***

**Q: Can I continue to order new prescriptions as I normally would?**

A: Yes. Please continue to submit new prescriptions in your Member Portal ([elixirsolutions.com](http://elixirsolutions.com)) or by mail or phone, or have your doctor send them via fax or ePrescribing.

**Q: Can I still order refills on the Mail Portal?**

A: Yes. You may continue to use the Mail Portal by visiting [elixirsolutions.com](http://elixirsolutions.com) and selecting "Member Login" or registering, if you do not already have an account.

**Q: Will my home delivery packages look different?**

A: There will be no changes to your medications or to the safe, accurate delivery methods used for your prescription orders. However, you will see the new Elixir Pharmacy logo on your medication packaging.

**Q: What if I still have questions?**

A: Please visit [elixirsolutions.com](http://elixirsolutions.com) or call the number on the back of your Member ID card.