



Welcome to LucyRx

We're glad you're here.

Prescription care should work as it was intended— clear, affordable, and centered around you. That's why LucyRx exists: to help you get the medicine you need, with the clarity and support you deserve.

Whether it's a one-time prescription or something more complex, you're not alone— we're here to help.





Who We Are

LucyRx is your prescription care partner. We're independent, experienced, and built to make getting your medicine easier—from everyday needs to complex care.

We deliver better results through a nationwide pharmacy network, flexible plan designs, and convenient 90-day options—whether through home delivery or retail.

Behind the scenes, our proprietary, AI-powered analytics platform—LucyIQ™—helps your benefit work smarter, supporting the right care at the right cost, every time.

We serve more than 1,200 organizations across the country. But what matters most is you—and helping make your health journey easier, every step of the way.





Getting Started with Your LucyRx Benefit

Here's how to start using your benefit and access support:

- 1 Check your ID card**
Look for the LucyRx logo on the prescription insurance card you received to confirm your prescription coverage. If you're unsure, ask your employer or contact our 24/7 Prescription Care team.
- 2 Show your card at the pharmacy**
When filling a prescription, show your insurance card at the pharmacy so they can process your coverage correctly.
- 3 Register online**
Visit www.lucyrx.com/members to create your digital account and view your plan details.
- 4 Download the app**
Use the LucyRx app (available in the App Store and Google Play) to manage your prescriptions anytime, anywhere.



**We're proud to be on your care team.
Let's make this easier—together.**



Access Your Care, Anywhere

With LucyRx, managing your prescriptions is just a tap away. Use our mobile app or online portal to:



Track and refill prescriptions



Get refill reminders and alerts



Compare medication prices



Access your digital ID card



Locate in-network pharmacies



Check medication status or coverage



View your medication history

Your health information is always private and secure. You focus on your health—we'll take care of the rest.



How to Register for Your Digital Account

1. Visit www.lucyrx.com/members
2. Click "Let's Go to My Benefits" and follow the prompts to select "Register Now"
3. Enter the details on your insurance card and create your username and password
4. Log in via desktop, mobile, or the LucyRx app

If you're experiencing a medical emergency, call 911 or go to the nearest emergency room.

For all other medication or benefit questions, our 24/7 Prescription Care team is here to help.



We're Here When You Need Us

Have a question about your prescriptions? Need help finding a pharmacy or checking coverage? Our U.S.-based team is available 24/7—in 200+ languages—to get you the answers you need.

Call us anytime at 877-860-8846 or visit www.lucyrx.com/members

When you reach out, you'll talk to a trained specialist who can:

- ✓ Explain your LucyRx benefit
- ✓ Check coverage and medication details
- ✓ Help you find lower-cost options
- ✓ Resolve refill or delivery issues
- ✓ Connect you with a pharmacist if needed



At LucyRx, we don't just answer calls—we solve problems.

Questions? We're here 24/7 at 877-860-8846 or online at www.lucyrx.com/members.



90-Day Convenience, Your Way

With LucyRx, you have options for getting a 90-day supply of your eligible maintenance medications—wherever it works best for you:

Your Local Pharmacy

Get your 90-day supply filled at one of over 60,000 pharmacies nationwide. Prefer Walmart, H-E-B, or Target? You can stick with the places you already shop.

Home Delivery

Want your medications shipped to your door? Use Walgreens Mail Service for home delivery—plus refill reminders, tracking, and copay tools included.

Getting Started:



Online:

Visit walgreensmailservice.com to register. Once you're set up, you'll receive instructions for placing your first order.



By phone:

Call 877-787-3047. Have your insurance info ready.



Specialty Medications Made Simple

Some medicines are more complex.

If you're taking a specialty drug for a condition such as cancer, arthritis, or multiple sclerosis—LucyRx is here to help.

We don't just send your prescription to a pharmacy and hope for the best. We've built a smarter way to support you—with the care, service, and savings you need.

Personalized Support for Your Treatment

No two conditions—or members—are the same. Our Care Guides take the time to understand your situation and match you with the right pharmacy, support, or savings program.

Here's how it works:

LucyRx Care Guides Who Help You One-on-One

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Our LucyRx Care Guides are trained nurses, pharmacists, and pharmacy techs. They're here to help you:

- Get your medicine approved
- Learn how to take it safely
- Understand what to expect during treatment
- Find ways to save money

**You can call anytime—or wait for us to reach out.
We'll walk you through what comes next.**

Questions? We're here 24/7 at 877-860-8846 or online at www.lucyrx.com/members.

Specialty Medications Made Simple: Where You'll Get Your Medication

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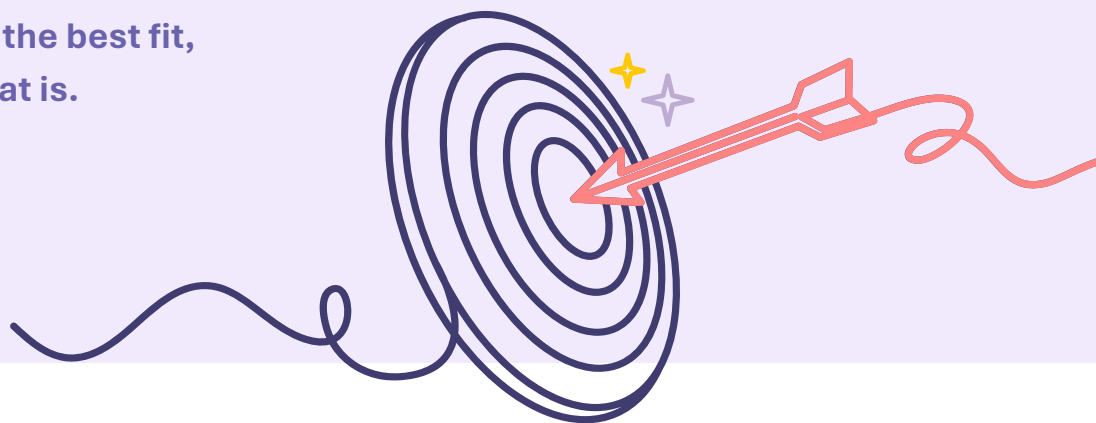
Most PBMs ship from large central pharmacies—often far from where care happens. LucyRx does things differently.

We've partnered with more than 100 health systems that operate specialty pharmacies inside their hospitals and clinics—so members can fill prescriptions where they already get care.

This can mean:

- Faster access to your medication
- In-person conversations with your pharmacist
- Better coordination between your care team and your pharmacy
- Quicker help when something's not working

**If a local pharmacy isn't the best fit,
we'll guide you to one that is.**



Specialty Medications Made Simple: Getting Help with Cost

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Specialty drugs can be expensive—but LucyRx helps lower what you pay.

When your prescription is submitted, our Care Guides check for savings opportunities. If there's a better option, we'll call you and walk you through it.

We may be able to:

- **Lower your copay** – We can often apply a coupon or discount without changing your pharmacy
- **Help you get your medicine for free** – In some cases, we connect you to trusted programs or pharmacies that cover the full cost
- **Offer a safe, lower-cost alternative** – If another version of your drug works the same but costs less, we'll help you understand your options
- **Provide extra support** – For complex conditions, we may connect you with a pharmacist or nurse who checks in regularly and helps manage your treatment

**We don't wait for you to ask. If there's a way to save, we'll reach out.
And if you ever have questions, just call—we're here to help.**

Specialty Medications Made Simple: What Happens Next

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- 1. Your doctor sends your prescription to a LucyRx specialty pharmacy**
(We'll make sure it goes to the best option in our trusted network.)
- 2. A LucyRx Care Guide reaches out to you**
(No need to call—we'll connect with you directly.)
- 3. We help you get started with the right pharmacy and support**
(From benefits to side effects, we've got you covered.)
- 4. You get your medication—and the help that comes with it**
(Coaching, savings, and guidance are all part of the package.)

**Need help at any point? Your LucyRx
Care Guide is just a call away.**





Support for Specialty Needs

If you're managing a complex condition, where you fill your prescription matters. Your LucyRx Care Guide will help route it to a pharmacy that works closely with your care team—so you get the right medication, with the right support, from day one.

This team of nurses and pharmacists offer personalized support to help you:



Understand your medications and treatment options



Access financial assistance and coverage guidance



Navigate prior authorizations



Stay on track—clinically and financially

So where will you actually get your medicine?

Let's walk through how your specialty prescription is filled—and how we make it as simple and supportive as possible.

Filling a specialty prescription

When you're managing a complex condition, getting your medication from the same place you get your care just makes sense.

That's why many specialty prescriptions can be filled at local pharmacies located inside the hospital or clinic where you're being treated. These pharmacies offer:



Faster access to your medication



Help from a pharmacist who knows your care team



A simpler experience with fewer steps



Where to Fill Your Specialty Prescription

Most specialty prescriptions can be filled at local pharmacies connected to the hospital or clinic where you're receiving care. These pharmacies offer in-person support, faster access to your medication, and better coordination with your care team.

Of course, you can also use Walgreens Specialty Pharmacy—and getting started is simple:

- 1 Call Walgreens at 866-249-5367
- 2 Ask your doctor to e-prescribe your medication
- 3 Opt in via text to track your order



No matter where your prescription is filled, we'll make sure the process is simple, seamless, and fully supported.



Where to Fill Your Specialty Prescription

Most specialty prescriptions can be filled at local pharmacies connected to the hospital or clinic where you're receiving care. These pharmacies offer in-person support, faster access to your medication, and better coordination with your care team.

If one of these pharmacies isn't right for your needs, you can also use Walgreens Specialty Pharmacy—and getting started is simple:

- 1 Call Walgreens at 866-249-5367
- 2 Ask your doctor to e-prescribe your medication
- 3 Opt in via text to track your order



No matter where your prescription is filled, we'll make sure the process is simple, seamless, and fully supported.

Questions? We're here 24/7 at 877-860-8846 or online at www.lucyrx.com/members.



How LucyRx Helps You Save

We know medications can be expensive. That's why we look for ways to help you save—before you even ask.

Our Care Guides are here to help you save in ways you might not expect. If there's a better option for your medication, we'll reach out to walk you through the next step. And it's not just for specialty drugs—we help members save across all types of prescriptions, too.

Here are just a few of the ways we help members lower their costs:

We help you switch to a lower-cost version of your medication—when it makes sense

If there's a safe alternative—like a generic or another option that works the same but costs less—we'll explain your choices and help you make the switch without disrupting your care.

We help with copay discounts

You may qualify for a coupon or manufacturer program that lowers your cost. We'll handle the paperwork and get you enrolled.

We look into pharmacy options—even international

For certain medications, we may be able to help you access lower-cost pricing through trusted pharmacies outside the U.S.

We connect you to free medicine programs

If a medication is too expensive—even with insurance—we'll check if you qualify for programs that cover the full cost.

Not sure if you're paying too much? We'll check for savings—and help you make the switch if there's a better option.



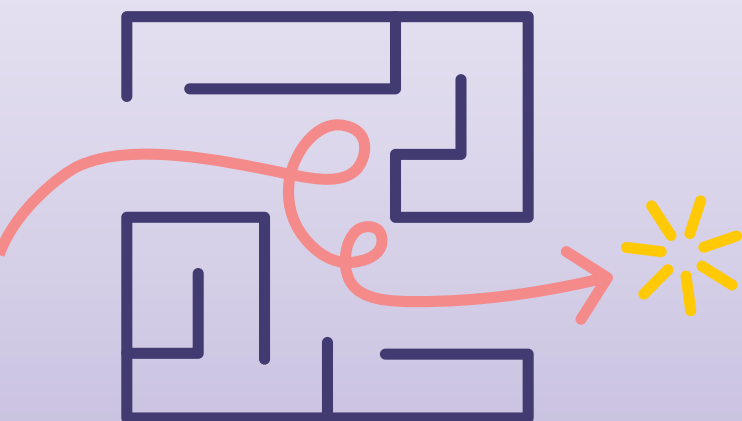


We're With You All the Way

Whether it's your first prescription or your fiftieth, LucyRx is here to make prescription care clearer, more affordable, and built around you.

Need a hand? We've got you.

Whether it's cost, access, or something unclear— we'll help you sort it out, every time.



www.lucyrx.com/members

877-860-8846