
To: IEHP DualChoice PCPs & Medicare IPAs
From: IEHP – Pharmacy
Date: November 29, 2022
Subject: **Pharmacy Benefits Manager (PBM) Change for DualChoice (HMO D-SNP) - Member Outreach in Process**

Dear DualChoice PCPs,

Effective **January 1, 2023**, IEHP Medicare DualChoice will be switching the pharmacy benefits manager (**PBM**) to **MedImpact**. As there are some Pharmacies still going through the onboarding process, we are providing the regulatory outreach communications to advise affected Members:

- Affected Members were notified to find a new IEHP DualChoice network pharmacy
- As Pharmacies are onboarded with our new PBM, appropriate Members will be notified their preferred Pharmacy is now in-network

If further questions arise, please direct the Members to reach out to IEHP DualChoice Member Services at **1-877-273-IEHP (4347)**, 8am – 8pm (PST), 7 days a week, including holidays, and ask for the Pharmacy Department.

TTY users should call **1-800-718-4347**.

As a reminder, all communications sent by IEHP can also be found on our Provider Portal at: www.iehp.org > For Providers > Plan Updates > Correspondence

If you have any questions, please contact the IEHP Provider Relations Team at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org