



As a member of the Collier County Public School community, we are delighted to welcome you to the BeneCard PBF Pharmacy Benefit Management program, which will begin on January 1, 2025. Our primary objectives and commitment to you will be to provide:

- A seamless transition to the BeneCard PBF plan, with a focus on mitigating member impact and, as a new member, ensuring your experience is a positive one.
- The highest level of member services and care coordination, in alignment with our corporate mission: *Clients and Members, Always First.*
- Continuous availability of our team of professionals, including our pharmacists, to assist with any questions or requests you may have.
- An enhanced level of engagement! BeneCard PBF, located in Bonita Springs, Florida, is an active member of your community, home to many of our valued employees, and embraces a special commitment to the health of our local plan members.

Our patient-centric approach means that we focus on building strong, supportive relationships with our members. As a *facilitator*, we are here to engage with you, understand your needs, and provide personalized support every step of the way.

Additionally, you may be eligible for our Copay Assistance Program for high-cost eligible drugs - and **may pay as low as \$0** – if your prescription is obtained through Benecard Central Fill, our mail order service, or through a BeneCard preferred limited distribution pharmacy.

A Patient Advocate will contact you and work with you and your doctor to guide you through the enrollment process, which will include transferring your retail specialty medication(s) to our mail service pharmacy or to a BeneCard preferred limited distribution pharmacy. There are some manufacturer programs which a Patient Advocate can enroll you in on your behalf and will do so automatically. Other manufacturer programs may require members' direct enrollment, and you will receive a phone call from a Patient Advocate who will guide you through the enrollment process and answer any questions.

We look forward to serving you and supporting your health and wellness. Should you have any questions or need assistance, please do not hesitate to reach out to our member services team at 888-907-0070. Your welcome packet and plan information will be arriving in the coming days.

Thank you and the Collier County Public Schools for your confidence in BeneCard PBF and choosing us as your Pharmacy Benefit Plan facilitator. We are excited to embark on this journey with you and are committed to providing you with the best possible care. Your confidence in BeneCard PBF and our services is our top priority.

Sincerely,
BeneCard PBF