



Welcome to a better pharmacy experience.

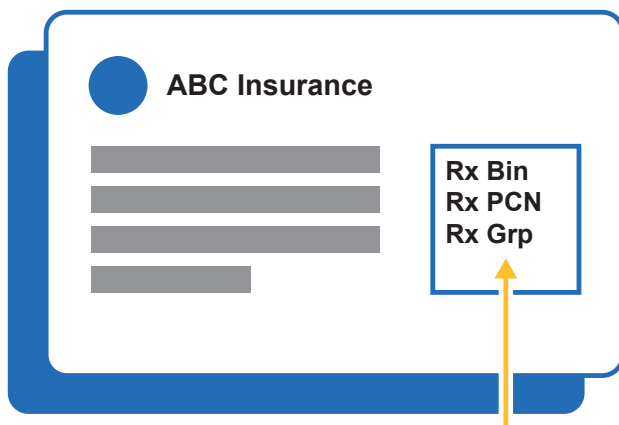
If you're enrolled in a covered medical plan, you have pharmacy benefits through Rightway. Rightway is a pharmacy benefits manager with a human-first approach.

Who is Rightway?

Rightway will manage your pharmacy benefits. This means we are the service that covers your prescriptions and helps you get your prescriptions filled at the pharmacy of your choice. We also provide 24/7 support with real people to answer any questions, explain your coverage and find ways to lower your out-of-pocket costs.

Your benefits.

When picking up your prescriptions, show your medical ID card. Your Rightway information will be on your ID card and in the Rightway app.



Your pharmacy uses this information. Its location on the card may vary.



Have questions? Let's connect.

+ Email us:
rwrx@rightwayhealthcare.com

+ Visit us online:
joinrightway.com/rx



Want to learn more?

For more information
scan the QR code
with your phone or

visit us at: joinrightway.com/rx

Rightway PBM Member Communications

Item Name	Description	Customizable?
Early app access flyer	A flyer promoting early access to the Rightway app and the features available pre-launch and post-launch.	Yes
Member transition flyer	A flyer that lets individuals know what to expect during the transition from their old PBM to Rightway.	Yes
Rightway coming soon letter	A letter to inform individuals about Rightway services coming soon.	Yes
Rightway mail order options flyer	A flyer detailing the various mail order options available through Rightway's pharmacy services and how to get started.	Yes
Rightway app registration flyer (After app access is enabled)	A flyer explaining how to register and use the Rightway mobile app.	Yes
General PBM Overview flyer	A single-page introductory flyer providing an high-level overview of Rightway and how to reach out to the pharmacy team for support.	Yes
Client announcement email	A template email for clients to send to their members announcing the PBM transition.	Yes
Boilerplate content	Standard text or content that clients can use in various communications.	Yes
Employee communication guide	A guide for clients on how to communicate the PBM transition with members. Includes an example calendar and email for employee communication.	No
Rightway PBM Post-launch Onboarding Email Series	For post-launch. A series of sample emails for onboarding new members to Rightway's PBM services.	No
Registration overview and troubleshooting slide deck	A presentation providing an overview of the registration process for Rightway's services, including troubleshooting tips.	No
Quickstart guide	A brief guide to help new members quickly understand and begin using Rightway's services.	Yes
Member quickstart flyer	A concise flyer to help new members get started with Rightway.	Yes
Member FAQ	A list of frequently asked questions by members with answers.	Yes
Posters	Posters designed for display to inform members about Rightway's services.	Yes
Desk drop card	A small card intended for distribution to members, providing key information.	Yes
PBM member overview video (Rightway ID card)	A video explaining the Pharmacy Benefit Management (PBM) services and answers to some of our most commonly asked questions. Rightway ID card is used for illustration.	No
PBM member overview video (Health plan ID card)	A video explaining the Pharmacy Benefit Management (PBM) services and answers to some of our most commonly asked questions. A standard health plan ID card is used for illustration.	No
Web banner	A digital banner for use on websites to promote Rightway services.	Yes
Fertility FAQ with Rightway coverage	Frequently asked questions specifically about fertility benefits under Rightway's coverage.	Yes
Fertility FAQ for treatment outside of Rightway	Frequently asked questions regarding fertility treatments not covered directly by Rightway.	Yes
General quickstart info card	A quick reference card with general information on how to get started and how to use the Rightway app.	Yes
General rack card	An information card for display and distribution.	Yes
Office or facility card	A card designed to be handed out in offices or facilities to provide information about Rightway.	Yes
Pharmacy team slides	A presentation that covers the support our pharmacy team can provide.	Yes
Pharmacy team support flyer	A flyer that explains all the ways Rightway's pharmacy team can help individuals with their pharmacy needs.	Yes

Rightway PBM Member Communications

Item Name	Description	Customizable?
Pharmacy savings flyer	A flyer that outlines how Rightway can help individuals find ways to save money on their prescriptions.	Yes
Specialty pharmacy overview flyer	A flyer providing an overview of Rightway's specialty pharmacy services.	Yes
Member welcome mailer	A mailer sent to new members welcoming them and providing key information.	No
Getting started with Rightway presentation slides	A presentation designed to help people get started with Rightway. These slides can be used for things like benefits lunch and learns, new hire welcome sessions, or to display on digital screens.	Yes
Service notification letters (OON, etc.)	The service letters mailed to members during transition and throughout the relationship based on claims.	No
Digital screens	Content for display on digital screens, within offices or facilities.	Yes
Cost Plus Drugs - overview flyer	A flyer providing instructions on how to get started with Cost Plus Drugs mail-order prescription services.	No
Cost Plus Drugs - Prescription request form	A form members can share with their healthcare provider to request prescriptions.	No
Walgreens Mail Service - Getting started flyer	A flyer that details the steps to get started with Walgreens Mail Service.	No
Walgreens - How to update payment document	Instructions on how to update payment information for Walgreens pharmacy services.	No
Walgreens - Frequently asked questions document	A list of common questions and answers related to using Walgreens pharmacy services.	No
Walgreens Specialty Pharmacy - Getting started flyer	A flyer that details the steps to get started with Walgreens Specialty Pharmacy services.	No

Rightway is your guide to better health.

Rightway improves your pharmacy benefits experience.

Rightway helps you get the right medication at the lowest cost. As your pharmacy benefits provider, we give you unlimited access to a trusted expert who can answer your pharmacy questions and take care of actions for you.

We pair you with an expert health guide.

You have unlimited access to a healthcare expert who has your specific benefits information and will tailor their recommendations to your needs.

Contact your health guide for help with prior authorizations, specialty medications, mail delivery, and other prescription needs.

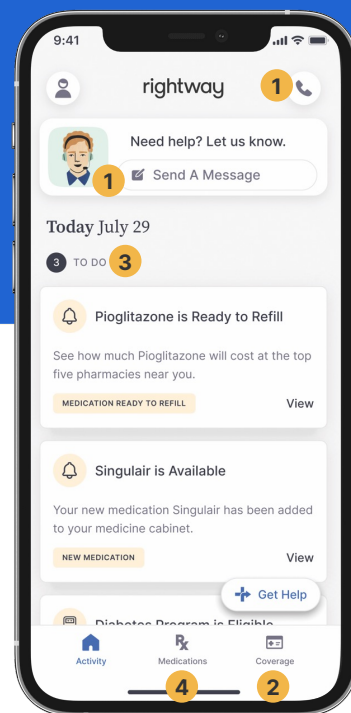
Your health guide can connect you with a Rightway pharmacist to do a medication review or to discuss possible side effects.

We provide you with a simple, modern app (but you can always call us).

The Rightway app is the front door to your pharmacy benefits. Use it to access your ID card, view your medication history, and your current prescriptions. Prefer to connect by phone? Call us at 888-688-4428.

Getting started is easy.

Download the Rightway app on the App Store, Google Play. You can also get started by scanning the QR code with your smartphone.



How to use the Rightway app.

1. CONNECT WITH YOUR HEALTH GUIDE

Tap the “Send A Message” button or the phone icon to connect with your health guide.

2. VIEW YOUR COVERAGE AND YOUR DIGITAL ID CARD

View a breakdown of your pharmacy benefits and your digital ID card.

3. REVIEW YOUR LATEST UPDATES

The activity screen displays your latest updates and highlights the items that may need your attention.

4. VIEW PRESCRIPTIONS AND FIND A PHARMACY

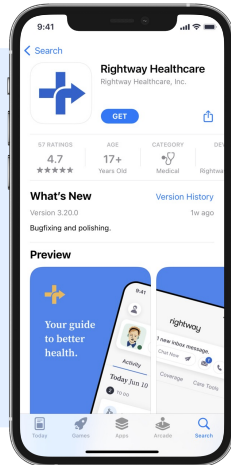
Find active and pending prescriptions, your medication history, and recommendations for the best pharmacy with the lowest price.

How to register for the Rightway app.

Step 1.

Download the app.

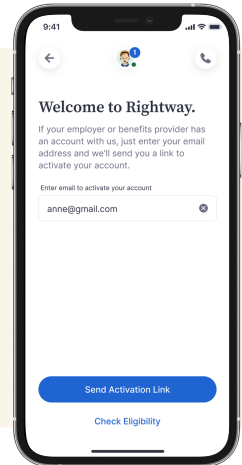
Download the Rightway app on the App Store or on Google Play.



Step 2.

Activate your account.

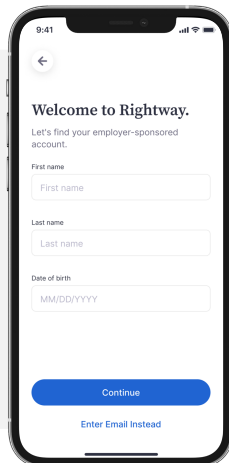
Click "Send Activation Link" to initiate access to the Rightway app.



Step 3.

Enter your details.

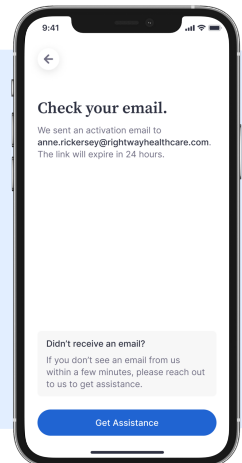
Enter your details and tap "Continue" to enter your preferred email address.



Step 4.

Confirm your email.

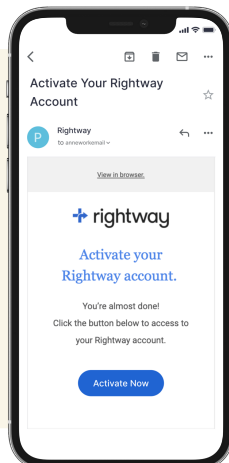
You will receive an email from Rightway with a link to confirm your account.



Step 5.

Access Rightway.

Open the email you receive from Rightway. Tap the link to confirm your account and complete registration.



Using a mail-order pharmacy with Rightway.

RIGHTWAY GIVES YOU OPTIONS FOR EASY PRESCRIPTION DELIVERY

With Rightway, you can have your medicine delivered to your home. We work with Mark Cuban Cost Plus Drugs and Walgreens Mail Service to make this simple and convenient. Chat with our pharmacy team in the Rightway app for personalized assistance.



HOW TO GET STARTED



SET UP YOUR MAIL-ORDER ACCOUNT

Log in to your Rightway account to sign up with Walgreens or Cost Plus Drugs and transfer your prescription.



CHOOSE A SERVICE

Pick the partner that works best for your needs. The availability of specific medications and copay amounts may vary.



GET YOUR DELIVERY

Your prescription will arrive at your home or preferred address. You can even sign up for automatic refills to keep things simple.



Log in to your Rightway account to get started.

Go to the "Coverage" tab in the app to find "Mail Order Pharmacy".



Download on the
App Store

GET IT ON
Google Play

NOT SURE WHICH OPTION IS BEST FOR YOU?

Our pharmacy team is here to help.

CHAT: Log in to your Rightway account to send us a message.

CALL US AT: 888-665-1678



COMING SOON

Your new pharmacy benefits with Rightway.

Welcome to Rightway. As your new pharmacy benefits provider, we give you a better way to manage your prescriptions with an easy-to-use app and expert support from licensed pharmacists. Here are some important details about the upcoming changes.



Check your mailbox.



MEMBER ID CARD

You'll receive either a new health insurance ID card or a Rightway prescription ID card in the mail soon.

A digital copy is also available in the Rightway app. Once your new benefits are live, you'll need to present this card when filling a prescription.



PRESCRIPTION COVERAGE

If coverage for your current medication is changing, you'll receive a letter with details on alternative options covered under the plan. If appropriate, our pharmacy team can help you switch to a more cost-effective medication.

Visit joinrightway.com/rx to view a list of covered medications.



MAIL-ORDER AND SPECIALTY PRESCRIPTIONS

If your current mail-order or specialty pharmacy is no longer considered in-network, you'll receive a letter with details on how to obtain prescriptions from one of our trusted pharmacy partners.

Visit joinrightway.com/rx for more information on mail-order and specialty pharmacy.

Need help?
Call us at **888-665-1678**.

Get support.

The Rightway pharmacy team is here to ensure you have access to the medications and support you need—throughout the transition from your previous benefits and beyond.

Have questions or need help? Our licensed pharmacists can:



Answer questions about your coverage and medications.



Contact your provider to obtain prior authorization.



Find ways for you to save money on your prescriptions.



Coordinate mail-order and specialty prescriptions.



Contact us:

Phone: 888-665-1678

Email: rwrx@rightwayhealthcare.com

You can also chat with a pharmacist through the Rightway app after the benefit launch date.



Accessing specialty medications with Rightway.

Rightway is here to help you manage all of your prescription needs, including access to specialty medications.

If you have a chronic or complex health condition, your doctor may recommend a specialty medication. Injections, infusions, and other drugs that require special handling, storage, or delivery are often expensive and only available from specific pharmacies.

That's where Rightway comes in. We partner with several specialty pharmacies to deliver high-quality medications right to your door. Best of all, our specialty pharmacy team takes the hassle out of the process, saving you time and money.



Here's how Rightway can help:



Coordinate with providers and pharmacies on your behalf.



Contact your doctor to start the prior authorization process.



Help you schedule home delivery of your specialty medication.



Answer questions about medication administration and side effects.



Switch you to cost-effective generics or biosimilars when appropriate.



Provide information on copay assistance programs.

Get started today.

CALL: 888-665-1678

EMAIL: specialty@rightwayhealthcare.com

CHAT: Scan the QR code to download our app and chat with a pharmacist.



Rightway improves your pharmacy benefits experience.

GETTING STARTED IS EASY

Download the Rightway app on the App Store, Google Play, or scan the QR code with your smartphone.



As your new pharmacy benefits provider, Rightway provides you with a better way to manage your prescription medications. Here's how we do it.

We provide you with expert guidance.

You have unlimited access to a healthcare expert who has your specific benefits information and will tailor their recommendations to your needs.

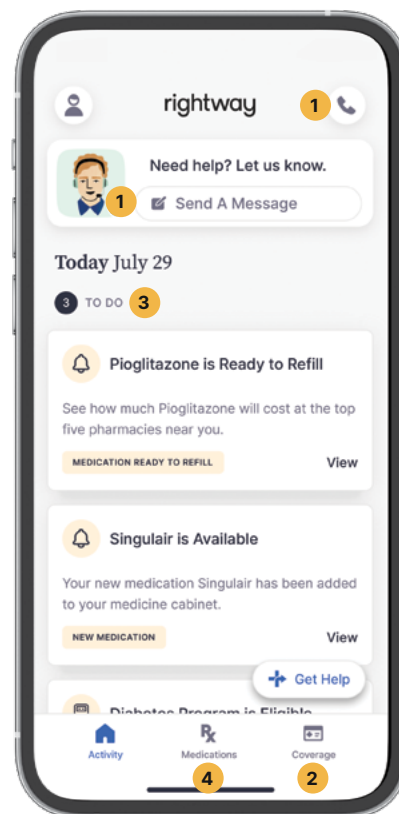


Contact the pharmacy team for help with prior authorizations, specialty medications, mail delivery, and other prescription needs.

A member of the pharmacy can connect you with a Rightway pharmacist to do a medication review or to discuss possible side effects.

We provide you with a simple, modern app.

The Rightway app is the front door to your pharmacy benefits. Use it to access your ID card, view your medication history, and your current prescriptions.



How to use the Rightway app.

1. CONNECT WITH THE PHARMACY TEAM

Tap the "Send A Message" button or the phone icon to connect with a member of the pharmacy team.

2. VIEW YOUR COVERAGE AND YOUR DIGITAL ID CARD

View a breakdown of your pharmacy benefits and your digital ID card.

3. REVIEW YOUR LATEST UPDATES

The activity screen displays your latest updates and highlights the items that may need your attention.

4. VIEW PRESCRIPTIONS AND FIND A PHARMACY

Find active and pending prescriptions, your medication history, and recommendations for the best pharmacy with the lowest price.

Getting started with Mail Service



As a member of Rightway, you're eligible to receive your prescriptions from Walgreens Mail Service. This convenient service offers delivery of your maintenance medication to any location. To register and place an order, have the following handy:

- Member ID number
- Group number
- Payment information
- Prescription information

How to order

Select the option that works for you and follow the steps below to get started.

Online

- Register at WalgreensMailService.com
- Follow the prompts
- Have your doctor prescribe your medications electronically:
Walgreens Mail Service

Phone

- Call 888-273-6100
- Ask to be registered for Walgreens Mail Service
- Have your doctor prescribe your medications electronically:
Walgreens Mail Service
- For refills, select "refill a prescription" or ask to speak with a representative

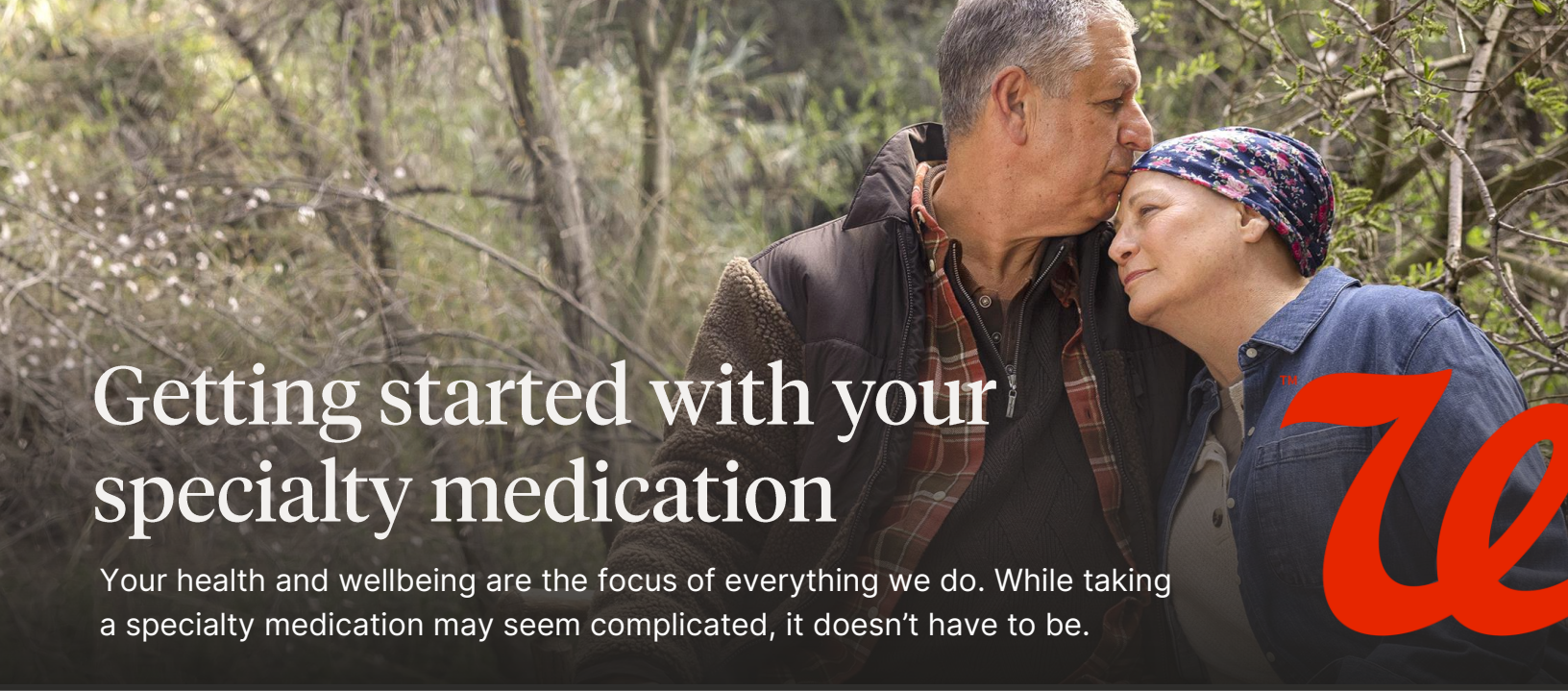
Mail

- Send completed Registration Form along with your original prescription
- For refills, send completed, preprinted Refill Order Form from your last order
- Send forms to: **Walgreens Mail Service**

**P.O. Box 29061
Phoenix, AZ 85038**

**For copay or drug coverage questions,
contact your health plan.**

Walgreens
Mail Service



Getting started with your specialty medication

Your health and wellbeing are the focus of everything we do. While taking a specialty medication may seem complicated, it doesn't have to be.

Caring for You

We care about what you're going through. And we're ready to help you manage your condition and specialty medicines with personalized support. Our Care Team is here to provide you with assistance and support to:

- Schedule delivery times and locations
- Assist with medication authorizations
- Help find financial assistance options
- Help manage medication side effects

How to Get Started

Please have the following with you:

- Health plan/prescription member ID card
- Prescribing doctor's name, telephone and fax
- Specialty medication information, including medication name and strength

3 Easy Steps

Please have the following with you:

1. Call Walgreens Specialty Pharmacy at 866-249-5367 to enroll.
2. Have your doctor send us your specialty prescription through e-prescribe.
3. Opt-in via your onboarding text to start tracking your prescription.

For questions about your copay or drug coverage, please contact your health plan.