



Ventegra, Inc.
A California Benefit Corporation
450 North Brand Boulevard, Suite 600
Glendale, CA 91203

Dear Member,

Welcome to Ventegra! Starting 12/1/2024, Ventegra will be managing your pharmacy benefits through Detego Health. Our goal is to make sure you have high-quality, affordable prescription drugs.



What does this mean for you?

Your new Member ID Card has arrived! This card has important information for your pharmacy. Show your new ID card next time you fill a prescription so Ventegra can start powering your prescription benefits.



Log into your member portal.

Please view the attached flyer to learn how to set up your portal and make full use of its features. You can log into your new member portal at: myventegra.org



Contact our Customer Care Team.

Ventegra is committed to providing the best customer service and is here to help you with any questions related to your benefits.

Questions? Please call our Customer Care Team at [1-877-867-0943](tel:1-877-867-0943)

- **Mon – Fri:** 8:00 AM to 12:00 AM (ET)
- **Saturday:** 10:00 AM to 10:00 PM (ET)
- **Sunday:** 10:30 AM to 7:00 PM (ET)

If you reach us outside these hours, you can leave us a voicemail. We will respond to your question within the next business day.

You can also email us at CCT@ventegra.org or live chat with our Customer Care Team by clicking the "Live Chat" button in the lower right corner at Ventegra.org.

We look forward to serving you!

Sincerely,
Ventegra



IMPORTANT INFORMATION ABOUT YOUR MEMBER PORTAL

Ventegra is keeping you informed – because knowledge is power. Stay on top of your prescription drug benefits with the Ventegra Member Portal.

Secure, 24-hour online access to:

- Accumulated Deductible and Maximum Out-of-Pocket (MOOP) Amounts
- Participating Pharmacies
- Drug Fill History Including Medication Information Sheet
- Drug Pricing Estimates
- Alternative Pharmacy Pricing Tool
- Member ID Cards
- Customer Service Contact Information

Registration is easy – takes only a few minutes!

1. Visit the Ventegra Member Portal at: myventegra.org

2. Select the “Sign Up” link

Enter your member ID, name, and date of birth

3. Create your Account by providing an email address and password

4. Verify Email Address

Verify your email address using the 6-digit code sent to you. If you do not receive your code in a reasonable time, please check your spam or junk email folder.

Questions?

We pride ourselves in providing clear and open communication with members. If you have any questions, please contact our Customer Care Team.

by phone

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by chat

Our Customer Care Team is available by “Live Chat” on:

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GET TO KNOW OUR CUSTOMER CARE TEAM

Our Customer Care Team agents treat all patients and pharmacists with respect and understanding. We are a company of pharmacists, so we know what it's like to be at the other end of the line.

Ventegra uses the latest technology to make sure all your questions are answered quickly and correctly. We offer over **250 languages** options and video interpretation as well.

We can help with...

- Setting up and navigating your member portal
- Signing up for mail order and connecting you with a specialty pharmacy
- Providing general information about your health plan, like your copayment and which drugs your plan covers
- Learning which pharmacies are in your network
- Working with your pharmacy to accurately submit your prescriptions

The list goes on! If your concern isn't mentioned above, we still encourage you to call.

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WELCOME TO VENTEGRA'S FORMULARY

Welcome to your new formulary! Our formulary is comprised of both brand and generic medications that has been developed by a committee of physicians and pharmacists to ensure the provision of safe, efficacious, and cost-effective drug therapy. We recommend that you review the new formulary carefully as you may be taking medications that are no longer covered or may require a new prior authorization. If necessary, please consult with your physician.

Your new formulary can be found by visiting our website at ventegra.org, clicking on "**Drug List & Formularies**" at the bottom, and downloading **Generic Plus Drug List (GPDL)** Formulary.

If you are currently taking prescription drugs that may require a prior authorization (as noted "PA" on the formulary). Ventegra will work with your physician to gather the information needed to complete the prior authorization review.

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WELCOME TO VENTEGRA'S PHARMACY NETWORK

Ventegra is here to help you with the transition to your new pharmacy network. It's a quick and easy process! With over 67,000 pharmacies in our nationwide network, you can choose the best pharmacy for you. It is likely your pharmacy is already included since our network includes independent and nationwide chain pharmacies (see summary list on next page).

Follow the steps below to maximize your health benefits.

✓ **Get the most out of your pharmacy network.**

Save money by filling your prescriptions in-network.

When you visit in-network pharmacies, whether it is an independent or a nationwide chain, we have worked with your health plan to cover certain prescriptions. This means you don't have to pay the full cost of for medications that have been prescribed to you. Please take a moment to ensure your pharmacy is in-network.

✓ **Locate participating in-network pharmacies using your member portal.**

Only participating-network pharmacies will appear in the Pharmacy Locator function. See below for a step-by-step guide on how to use this tool.

**Step 1: Find the
"Pharmacy Locator" Tab**

The "Pharmacy Locator" tab is on the top blue bar. Click on this link to proceed to the next step.



Pharmacy Locator

Search by ZIP code 50 Miles



Step 2: Enter Your Search Criteria

Select your search radius by entering your zip code or city and state.

Search by ZIP code 50 Miles

OR

Search By City and State AK

Step 3: Search!

Click the search button. The portal will show you the in-network pharmacies in your selected region.

Pharmacy Locator

93117 5 Miles

OR

Search By City and State AK

	Logo	Pharmacy
		COSTCO PHARMACY #474 7095 MARKET PL DR GOLETA, CA 8056854141
		CVS PHARMACY # 11216 7030 HOLLISTER AVE GOLETA, CA

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VENTEGRA'S PHARMACY NETWORK

NATIONWIDE CHAINS

Ventegra's Pharmacy Network of over 67,000 pharmacies includes the following chains. If you don't see your preferred pharmacy on this list, please contact our Customer Care Team.

A

AHF Pharmacy
Albertsons
Avita Pharmacy

B

Bartell Drugs
Bel Air Pharmacy
Big Y Pharmacy
Bi-Lo
Bi-Mart Pharmacy
Brookshire Brothers Pharmacy

C

Carrs Pharmacy
Cash Wise Pharmacy
Coborns Pharmacy
Costco
Cub Pharmacy
CVS

D

Dillon's Pharmacy
Discount Drug Mart
Duane Reade

F

Food City Pharmacy
Food Lion
Fred Meyer
Fry's Pharmacy

G

Giant Eagle
Giant Pharmacy

H

Haggen Pharmacy
Hannaford Food and Drug
Harps Pharmacy
Harris Teeter Pharmacy

HEB

Hometown Pharmacy
Hy-Vee

K

King Soopers Pharmacy
Kinney Drugs

Kroger

Lewis Family Drug
Long's Drugs

M

Marc's Pharmacy
Martin's Pharmacy
Medicap Pharmacy
Medicine Shoppe Pharmacy

Meijer

Oscos Drug
P
Pavilions Pharmacy
Pick N Save Pharmacy
Price Chopper
Publix Supermarket

R

Raley's
Ralphs
Randalls Pharmacy
Rite Aid

S

Safeway
Sam's
Save Mart
Sav-On Pharmacy
Shoprite Pharmacy
Smiths Pharmacy
Stop & Shop Pharmacy

T

Tom Thumb Pharmacy

U

United Pharmacy

V

Vons Pharmacy

W

Walgreens
Wal-Mart
Wegmans
Weis Pharmacy
Winn Dixie



IMPORTANT INFORMATION ABOUT YOUR MAIL ORDER PHARMACY

Welcome to Costco Mail Order. Starting on 12/1/2024, Costco's Mail Order Pharmacy will be part of your prescription drug benefits.

If you are receiving Mail Order medications, please ask your provider to send any active prescriptions to Costco Mail Order Pharmacy by following the steps below.



Prescription Home Delivery

Sign up for Costco Mail Order Services.

Costco can deliver all your ongoing medications to your home, or whichever location is most convenient for you. It's easy- you don't even have to be a Costco member to receive mail order prescriptions. If you are new to Costco Mail Order Pharmacy, you can set up your account:

online at

pharmacy.costco.com

by phone at

1-800-607-6861

Once your account is set up, you will be able place an order.

Questions?

Costco's customer service agents are available **5AM-7PM PT Monday through Friday** and **9:30AM-2PM PT on Saturdays** at the number listed above.