



# CerpassRx to LucyRx: Client FAQ and talk track

**Nothing about your prescription care program is changing, only the name.**

## **What's happening?**

As of July 1, CerpassRx communications and materials have moved to the LucyRx name.

## **Why is this happening?**

This transition reflects the completion of our integration and ensures a consistent experience for all LucyRx clients.

## **What's NOT changing?**

- Your contract and pricing
- Your formulary and coverage
- Your service team and escalation contacts
- Member access to medications and pharmacies

## **What IS changing?**

- Members will see LucyRx instead of CerpassRx
- Member communications and materials will reflect LucyRx
- Members should continue using their existing CerpassRx member portal at this time. They do not need to register for the LucyRx member portal right now.

## **What do we need to do?**

- Review the activation kit
- Share employee communications
- Prepare your HR or support teams for questions
- Confirm readiness prior to July 1

## **How should we explain this to employees?**

"You'll see the LucyRx name in your prescription benefit communications and materials. Your prescription coverage, medications, pharmacy access, and support are not changing."

## **What if employees have questions or issues?**

Use the provided member FAQ and direct employees to LucyRx support or your account team as needed.



**Who do we contact for support?**

Your LucyRx account team remains your primary point of contact.

**How to talk about the transition**

Use the language below when communicating with employees.

**Simple explanation**

"CerpaxRx communications and materials have moved to the LucyRx name. Your prescription coverage, medications, pharmacy access, and support are not changing."

**If asked about impact**

"There is no impact to your coverage, medications, or pharmacy access."

**If asked about the portal**

"CerpaxRx members should continue using their existing CerpaxRx member portal at this time. They do not need to register for the LucyRx member portal right now."

**If asked why this is happening**

"This brings everything under one name to create a simpler, more consistent experience."

