



Client transition readiness checklist

Use this checklist to ensure your organization is prepared for the CerpaxRx to LucyRx name transition effective July 1.

Preparation

- ☐ Review activation kit materials
- ☐ Identify internal HR or benefits lead
- ☐ Align on employee communication timing

Communication

- ☐ Share the employee announcement email.
- ☐ Share follow-up communications as appropriate for your organization.
- ☐ Make the employee FAQ available to internal teams.

Readiness

- ☐ Prepare HR/help desk to answer questions
- ☐ Review the employee FAQ and updated portal guidance.
- ☐ Confirm internal awareness of transition

Final steps

- ☐ Remind teams that CerpaxRx communications and materials have moved to the LucyRx name. Employees' prescription coverage, medications, pharmacy access, and support are not changing.
- ☐ Ensure support contacts are accessible to employees.

