CerpassRx to LucyRx: HR and manager guide

FAQs and talking points to help employees understand the transition

The name is changing. The prescription care program and support structure are not.

What's happening?

Beginning July 1, CerpassRx communications and materials will move to the LucyRx name.

Why is this happening?

LucyRx acquired CerpassRx in October. Since then, our teams have been working together to support your organization and your employees. Beginning July 1, your employees will start seeing that name in their prescription benefit communications and materials, too.

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 may need to register for the updated portal

How can we help prepare?

- Review the transition toolkit and choose the materials that are helpful for your organization
- Share employee communications using the recommended timing, or adapt the timing to fit your channels
- Make the employee FAQ available to HR, benefits, and support teams
- Confirm employees know where to go for help before July 1

How should we explain this to employees?

"Starting July 1, you'll see the LucyRx name where you previously saw CerpassRx in prescription benefit communications. Your 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 . For client-specific questions, contact your LucyRx account team.

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

“CerpassRx is becoming LucyRx. This is a name change, not a change to your prescription benefits.”

If asked about impact

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

If asked about the portal

“You will need to create a new portal account. Your prescription coverage, medications, pharmacy access, and support are not changing.”

If asked why this is happening

“LucyRx acquired CerpassRx in October. Starting July 1, CerpassRx communications and materials will move to the LucyRx name.”