

July 16, 2019

<MEMBER FIRST NAME> <MEMBER LAST NAME>
<MEMBER ADDRESS LINE 1>
<MEMBER ADDRESS LINE 2>
<CITY>, <STATE> <ZIP>

Dear <MEMBER FIRST NAME>,

The University of Arkansas Health Plan provides for certain specialty medications to be delivered exclusively through the MedImpact Direct Specialty® Pharmacy program. The program provides you easy access to your specialty medications and more resources in helping you understand your medications as you manage your health as well as assisting the University in managing the costs of pharmacy services.

<DispensingSpecialtyPharmacy> will call you soon to start therapy, arrange shipment, and help you manage your condition. Patient care teams answer calls from 8 am to 8 pm Eastern Time, Monday-Friday.

<DispensingSpecialtyPharmacy> offers:

- Help with your treatment plan
- Copay assistance
- Nurses and pharmacist helpline, 8 am to 8 pm Eastern Time, Monday-Friday
- 24-hour emergency service
- Educational information
- Translation services
- Personalized refill program
- Free standard shipping

Questions? Call us at 1-877-391-1103 (TTY dial 711). We are available from 8 am to 8 pm Eastern Time, Monday-Friday. You can also email at specialtyhub@medimpactdirect.com. Please do not include any personal health or payment details in your email. Thank you.

The MedImpact Direct Specialty® Pharmacy Team

This letter may contain confidential individually identifiable health information protected under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and other statute.

MIDS Member 09/18 v1

Language Assistance Services

Español (Spanish) ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están a su disposición. Llame al 1-877-391-1103 (TTY: 711).

Português (Portuguese) ATENÇÃO: Se você fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para 1-877-391-1103 (TTY: 711).

Kreyòl Ayisyen (French Creole) ATANSYON: Si nou palé Kreyòl Ayisyen, gen asistans pou sèvis ki disponib nan lang nou pou gratis. Rele 1-877-391-1103 (TTY: 711).

繁體中文 (Traditional Chinese) □ □ : □ □ 您使用繁體中文，您可以免費獲得語言援助服務。□ □ 1-877-391-1103 (TTY : 711) 。

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu quý vị nói Tiếng Việt, dịch vụ thông dịch của chúng tôi sẵn sàng phục vụ quý vị miễn phí. Gọi số 1-877-391-1103 (TTY: 711).

Русский (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-391-1103 (телетайп: 711).

العربية (Arabic)

انتباه: إذا أنت تتكلم اللغة العربية ، خدمات المساعدة اللغوية متوفرة لك مجاناً. اتصل على 1-877-391-1103 (TTY: 711)

ខ្មែរ (Cambodian) ស្រុំជូនដំណឹង: បើអ្នកនិយាយភាសាខ្មែរ, យើងមានសេវាកម្មបកប្រែ ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ ចូរ ទូរស័ព្ទ 1-877-391-1103 (TTY: 711)។

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-391-1103 (ATS: 711).

Italiano (Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-391-1103 (TTY: 711).

한국어 (Korean) '알림': 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-391-1103 (TTY: 711) 번으로 전화해 주십시오.

ελληνικά (Greek) ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, υπάρχουν στη διάθεσή σας δωρεάν υπηρεσίες γλωσσικής υποστήριξης. Καλέστε 1-877-391-1103 (TTY: 711).

Polski (Polish) UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-391-1103 (TTY: 711).

हिंदी (Hindi) ध्यान दीजिए: अगर आप हिंदी बोलते हैं तो आपके लिये भाषाकी सहायता मुफ्त में उपलब्ध है. जानकारी के लिये फोन करें. 1-877-391-1103 (TTY: 711)

ગુજરાતી (Gujarati) ધ્યાન આપો : જો તમે ગુજરાતી બોલતા હો તો આપને માટે ભાષાકીય સહાય તદ્દન મફત ઉપલબ્ધ છે. વિશેષ માહિતી માટે ફોન કરો. 1-877-391-1103 (TTY: 711)

ພາສາລາວ (Lao) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໃດຍບໍ່ເສັຽຄ່າ, ຈະມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-877-391-1103 (TTY: 711).

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-877-391-1103 (TTY: 711)