Dear American Fidelity Colleague:

Welcome to US-Rx Care! Starting January 1, 2027, your pharmacy benefits manager will transition to US-Rx Care to provide enhanced care and support for your pharmacy coverage. Resources are available to answer questions and help you get the most from your pharmacy benefit while minimizing your out-of-pocket costs.

Your New Benefit Card

You will receive a new health insurance card to access coverage for medical services, including prescription drugs. Present the new card to your pharmacy of choice so they can update your insurance record.

US-Rx Care Member Portal

The Member Portal provides 24-hour online access to prescription drug and personal health information. You can access the Member Portal at https://usrxcare.com/americanfidelity.

Prescription Coverage Updates

If a medication you currently take is affected by a formulary change or coverage exclusion under the new pharmacy benefit, US-Rx Care will contact you with information about your coverage options and available alternatives.

Mail Order Pharmacy

Your prescription benefit includes access to mail-order services through Prescription Mart, which can provide up to a 90-day supply of maintenance medications. You can contact Prescription Mart after January 1, 2027 at 800-630-3206.

What to Do if the Pharmacy Has Trouble Processing Prescription

If a pharmacy has trouble processing your prescription, ask the pharmacist to contact Member Services for assistance. If you pay cash for a prescription, you may request the pharmacy to reprocess the claim within 7 days for reimbursement of any covered overpayment.

We look forward to serving your pharmacy needs as your Pharmacy Benefit Manager.

Sincerely,
Clinical Services
US-Rx Care

Call Member Services at 1-877-200-5533 or visit our website at https://usrxcare.com/americanfidelity