

Member FAQ – Brand Integration - Catamaran

Q: Why is the name of my prescription coverage changing?

A: Two large pharmacy benefit managers (PBMs), Catalyst and informedRx, merged to form one company. Following the merger, they decided to rename their combined company Catamaran.

Q: What does this mean for me? What will change?

You will begin to notice the change in phone messaging, on the website, home delivery labels, letters and other materials you receive from Catamaran. That said, nothing about the service you receive will change. You can use the same phone number, the same ID card and will receive the same great service. Over time, you will see enhancements made to the service you receive today such as a new website with increased functionality.

Q: Do I need a new ID card to fill a prescription?

A: A new ID card is not necessary. Your card still works at the pharmacy and, for member service you can continue to use the same phone number, and website URL.

Q: Will I need a new mail order form or a new mail order prescription?

A: It will not be necessary to use a new form. Also, there is no need to obtain a new prescription until your existing refills have been filled or expired.

Q: What will happen to my mobile application?

A: The mobile application will be rebranded with Catamaran but you will continue to access it in the same way.

Q: What is happening to the website?

A: You will continue to use the same website. A new, combined website will be available later this year. We will update you on any changes through messages and links on your current site.