

# Did you know you have access to member portals and can request plan materials?

Register for our Member Portal at [mycarencare.com](https://mycarencare.com) and take advantage of quick access to important information such as:

- View all processed medical and pharmacy claims
- Instantly view, download, and save your ID card, or request a hard copy
- Access important plan forms and documents

Register for our Pharmacy Member Portal at [elixirsolutions.com](https://elixirsolutions.com) for helpful tools and resources such as:

- View pharmacy claims
- View your monthly pharmacy explanation of benefits
- Get drug information and pricing
- Find a network pharmacy
- Transfer your prescriptions to Mail Order
- Existing Mail Order customers can refill prescriptions and track shipping all within the app

The Pharmacy Member Portal is hosted by Elixir Solutions, the Pharmacy Benefit Manager for Care N' Care.



**Download your Pharmacy Member Portal App today!**

## How to Find or Request your Care N' Care (HMO/PPO) Materials:

### Evidence of Coverage

If you have a question about what is covered by the plan, please call 1-877-374-7993 (TTY 711), email your Customer

Experience Team at [yourteam@cnchealthplan.com](mailto:yourteam@cnchealthplan.com), or visit [www.cnchealthplan.com/plan-documents-2023](https://www.cnchealthplan.com/plan-documents-2023), to access your Evidence of Coverage online. The 2023 Evidence of Coverage will be available October 15, 2022. If you would like a copy mailed to you, you may call your Customer Experience Team at the number above, request one online at [www.cnchealthplan.com/plan-documents-2023](https://www.cnchealthplan.com/plan-documents-2023), or email your Customer Experience Team at [yourteam@cnchealthplan.com](mailto:yourteam@cnchealthplan.com) to request an electronic copy or hard copy.

### Provider/Pharmacy Directory

If you need help finding a network provider, please call 1-877-374-7993 (TTY 711), email your Customer Experience Team at [yourteam@cnchealthplan.com](mailto:yourteam@cnchealthplan.com), or visit [www.cnchealthplan.com/find-a-provider/](https://www.cnchealthplan.com/find-a-provider/) to access our online searchable Provider/Pharmacy Directory.

The 2023 Provider/Pharmacy Directory will be available October 15, 2022. If you would like a copy mailed to you, you may call your Customer Experience Team at the number above, request one online at [www.cnchealthplan.com/our-plans-2023/plan-documents-2023/](https://www.cnchealthplan.com/our-plans-2023/plan-documents-2023/), or email your Customer Experience Team at [yourteam@cnchealthplan.com](mailto:yourteam@cnchealthplan.com) to request an electronic or hard copy.

### Comprehensive Formulary

If your plan includes prescription drug coverage and you have a question about covered drugs, please call 1-877-374-7993 (TTY 711), email your Customer Experience Team at [yourteam@cnchealthplan.com](mailto:yourteam@cnchealthplan.com), or visit [www.cnchealthplan.com/pharmacy-information-2023/medication-look-up-2023/](https://www.cnchealthplan.com/pharmacy-information-2023/medication-look-up-2023/) to access our online formulary.

The 2023 Comprehensive Formulary will be available October 15, 2022. If you would like a copy mailed to you, you may call your Customer Experience Team at the number above, request one online at [www.cnchealthplan.com/our-plans-2023/plan-documents-2023/](https://www.cnchealthplan.com/our-plans-2023/plan-documents-2023/) or email your Customer Experience Team at [yourteam@cnchealthplan.com](mailto:yourteam@cnchealthplan.com) to request an electronic or hard copy.