

Welcome to EHIM's Prescription Benefit Program!

We are excited to serve you and would like to introduce you to our program before your benefits begin.

EHIM has a national pharmacy network, therefore, you can receive your medications through any local retail pharmacy of your choosing. If you ever encounter a pharmacy not in our network, please call the pharmacy help desk at 800-311-3446 and we will enroll the pharmacy into the network.

Customer Service

800-311-3446

EHIM's primary mission is to provide our members with the best customer service possible. If you are experiencing a problem ***filling a retail or mail order prescription,*** contact EHIM's Pharmacy Help Desk

For your convenience, our help desk has a representative available ***24 hours a day, 7 days a week, 365 days a year.***

Our toll free number is **printed on your ID card** for easy reference.

Important Information!

EHIM requires Prior Authorization on certain brand name drugs available under the program. This will require a conversation between EHIM and the prescribing doctor. For the most part, this process will be handled directly by the pharmacist, EHIM and the doctor; however, in some instances, it may require you to reach out to EHIM. Determinations are made fairly quickly, typically within 24-48 hours of receipt of all required documentation so the process is dependent upon the prescribing physician's response time to the request for information.

Our Help Desk is available 24 hours a day, 7 days a week, 365 days a year to help you with any questions you may have regarding your medications and this approval process. If you are currently taking a brand name or specialty drug, please contact our Pharmacy Help Desk at 800-311-3446 to discuss your medications. This will help make the transition to this program easier and ensure you continue receiving your medication without interruption.

Please keep in mind that any medical or prescription information submitted to EHIM is highly confidential and used only to help determine whether the Prior Authorization request may be approved.

