PLAN MEMBER GUIDE

Your Specialty Medication Benefit

Support from NIH Clinical Patient Services

NIH is excited to announce your new prescription drug benefit designed to make managing expensive medications easier and more affordable for you and your family.

NIH Clinical Patient Services will help you receive many high-cost medications delivered directly to your doorstep with a $0 copay. This program not only saves you significant money but also simplifies the entire process with full support from the NIH dedicated Patient Services team. NIH specialists will handle prescription coordination, answer your questions and guide you through every step, making enrollment incredibly easy.

How do I transition my medication(s) to NIH Clinical?

Call NIH Clinical Patient Services at 515-518-6654 to start your prescription transition. Representatives are available Monday–Friday, 8:00 a.m.–5:00 p.m. Central. If calling outside these hours, please leave a message; your new pharmacy services team for your health plan will call back within 24–48 hours. You may receive calls or texts from a 515 area code to coordinate the switch and manage your medications.

In addition, ask your healthcare provider to e-scribe your prescription to:

National Integrative Health
C/O Jersey Shore Administrative Pharmacy
Do Not Call; Not a Dispensing Pharmacy

NPI / E-SCRIBE NUMBER	QUESTIONS? NIH CLINICAL, PHARMACY SERVICES	FAX CLINICAL INFORMATION
1497998389	**515-518-6654**	**515-518-6704**

Jersey Shore is NIH's administrative pharmacy for receiving e-scribed prescriptions only. It does not fill or ship your medication, so please call NIH Clinical with any questions. More about delivery and refills on the reverse.

What Happens Next

1. **Call NIH Clinical**
   We confirm your eligibility and medications and welcome you to the program.
2. **Your provider e-scribes**
   NIH Clinical works with your provider to get the prescription and any prior authorization.
3. **Delivered at $0**
   Your medication ships to your door, and we check in before every refill.

Medication Delivery and Refills

How are medications shipped?

Medications are shipped in secure packaging directly to your address using USPS, UPS or FedEx, with tracking information provided shortly after ordering. NIH Clinical uses an optimized domestic sourcing model, working with licensed U.S. pharmacies and the U.S. supply chain to protect the quality, safety and continuity of your care. Every medication we provide is an FDA-approved product dispensed by a licensed U.S. pharmacy.

Are injectable medications, insulin and specialty drugs included?

Yes. NIH often ships refrigerated medications and specialty drugs, using insulated packaging to ensure product stability from the dispensing pharmacy to your doorstep.

How long does shipping take?

NIH requires enrollment and a valid prescription from your provider in order to place an order. Our Clinical Care Coordination Team will confirm your expected delivery date.

What will the cost of my medication be?

When NIH is sourcing your medications, it will be $0 out of pocket. Eligibility for enrollment may vary for high-deductible health plans.

How does the refill process work?

NIH monitors your refills to keep you from running out. If you don't receive a refill notification, or you want to confirm refill status, contact NIH directly.

Why does my prescription go to Jersey Shore Administrative Pharmacy?

Jersey Shore receives e-scribed prescriptions on NIH's behalf. It is not a dispensing pharmacy and does not take calls. NIH Clinical coordinates your order, and a licensed U.S. pharmacy dispenses and ships it.

Can controlled substances or vaccines be mailed?

NIH is unable to order controlled substances or vaccines.

Who can I contact for questions or help?

You can contact NIH Clinical Patient Services at 515-518-6654, or you can contact your benefits representative.

Thank you,
NIH Clinical Patient Services
NationalIntegrativeHealth.com

National Integrative Health (NIH) facilitates clinical care coordination only when clinically appropriate and in collaboration with treating providers. Every medication NIH provides is FDA-approved and dispensed by a licensed U.S. pharmacy.