

Provider Memorandum

RE: NextLevel Health is Working to Ensure Medication Access for Members

With the Centers for Disease Control and Prevention encouraging people at higher risk for COVID-19 (Coronavirus) complications to stay at home as much as possible, NextLevel Health Members are being encouraged to sign up for home delivery.

To locate a pharmacy near the Member and help set up their home delivery, please visit <https://pharmacy-locator.envolverx.com/>, type in the zip code, and “Rx5468” (case-specific) in the group number.

NextLevel Health currently offers a 90-day supply of maintenance medications for Members. For a list of medications that can be filled for 90 days, see the preferred drug list (<https://nextlevelhealthil.com/pdl/>). We are now allowing Members to fill some of their medications early, except controlled substances and specialty medications.

NextLevel Health is providing the latest information on precautions Members and providers should take to help prevent the spread of COVID-19 and who should seek medical attention. Anyone presenting COVID-19 symptoms should contact their Primary Care Provider immediately.

Please contact your Provider Service Representative if you have any questions or you may also contact the Provider Services Department at 833-275-6547 or via email at Provider.Services@nlhpartners.com

NextLevel Health values and appreciates the services you provide to our Members. Thank you for working together with us and for your continued support.

For more information about COVID-19, please visit:

- [Centers for Disease Control and Prevention](#)
- [Illinois Department of Public Health](#)