



# Broker Bulletin

May | 2021

## Mail-Order Pharmacy Transition

### [Health First Health Plans Broker Portal](#)

### [AdventHealth Advantage Plans Broker Portal](#)

Broker Services  
[HFBroker@HF.org](mailto:HFBroker@HF.org)

Broker Financial Services  
[Commissions@HF.org](mailto:Commissions@HF.org)

Customer Service  
[HFHPInfo@HF.org](mailto:HFHPInfo@HF.org)

Broker Support Line  
Local:  
**321.434.4945**  
Toll Free:  
**877.693.6489**

**Health First Health Plans/AdventHealth Advantage Plans will be transferring mail-order prescription services from MedVantx to HealthWarehouse.com effective May 28, 2021.**

Letters were mailed out recently notifying members of important information about their mail-order pharmacy network MedVantx Pharmacy. MedVantx manages out-of-state mail-order prescriptions for Health First Health Plans and AdventHealth Advantage Plans.

MedVantx will be discontinuing mail-order services to our members on May 27, 2021. If one of your members received a letter in this regard, it is because our records show they used MedVantx for a prescription delivery out-of-state during the last six months.

Beginning May 28, 2021, prescriptions will be transferred from MedVantx to another in-network mail-order pharmacy, HealthWarehouse.com. HealthWarehouse.com will provide our members with a seamless transition for all out-of-state mail-order pharmacy services. This transition from MedVantx to HealthWarehouse.com will happen automatically.

For information about mail-order prescriptions, or to receive a Pharmacy Directory, please call Customer Service at 1.800.716.7737 (TTY: 1.800.955.8771). You may also email a request for the directory to [HFHPInfo@HF.org](mailto:HFHPInfo@HF.org) or use our online pharmacy directory anytime at [myHFHP.org](http://myHFHP.org) or [myAHplan.com](http://myAHplan.com).

If you have any questions, please contact your Health First Health Plans' or AdventHealth Advantage Plans' sales representative or Broker Services at [HFBroker@HF.org](mailto:HFBroker@HF.org).

We value and appreciate your partnership.

Health First | [HFBroker@HF.org](mailto:HFBroker@HF.org)



Health First Health Plans | 6450 U.S. Highway 1, Rockledge, FL 32955

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