



City of LA – Welcome to Prodigy



January 1, 2026

RE: City of LA/Prodigy – Pharmacy Benefit Management Update

We're reaching out to share an important update about your Workers' Compensation prescription benefits. As you are likely aware, on September 1, 2025, the City of Los Angeles partnered with Prodigy Care Services to administer the specialty drug portion of your workers' compensation pharmacy benefit.

Effective January 15, 2026, the City of Los Angeles will be expanding this partnership with Prodigy for their workers' compensation program to cover all pharmacy benefits, regardless of drug type.

Our records indicate that you should have previously received your pharmacy card for the specialty drug program. That previously sent card will remain valid. However, out an abundance of caution, we are including an additional card, in the event that the other card has been misplaced.

Prodigy is pleased to support you any of your needs in managing your prescriptions — ensuring you receive safe, effective, and affordable treatment without disruption.

What You Need to Know:

- **Additional ID Card Enclosed:** Please present the enclosed Prodigy pharmacy ID card (or the previously sent Prodigy pharmacy ID card) at your pharmacy when filling or refilling **any** of your workers' compensation prescriptions. Please be advised that your current myMatrixx pharmacy ID card will be deactivated on or around January 15, 2026.
- **Nationwide Access:** You'll have access to more than 66,000 pharmacies nationwide—including both chain and independent locations.
- **Need Help or Have Questions?**
Visit: www.prodigycareservices.com/lacity
Find pharmacies: www.prodigyrx.com/locator
E-mail: lacity@prodigyrx.com
- Call: **(888) 526-8002** (toll-free Member Services)

We're honored to serve you and are committed to delivering a smooth experience. If you're currently receiving or will be receiving medications, no action is needed — our team will coordinate everything behind the scenes to ensure continuity of care.

Warmest regards,

Del Doherty, PharmD, PhD, MBA
CEO, Prodigy Care Services

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