



## 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.

**Effective January 15, 2026, Prodigy Care Services will begin administering the entire pharmacy benefit program for your workers' compensation claim(s).**

Prodigy Care Services will take over the management of the prescription benefit program from myMatrixx. We have been working tirelessly to ensure a seamless transition and to provide you with safe, effective, and affordable treatment without disruption.

### What You Need to Know:

- **New ID Card Enclosed:** Please present the enclosed 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](http://www.prodigycareservices.com/lacity)  
Find pharmacies: [www.prodigyrx.com/locator](http://www.prodigyrx.com/locator)  
E-mail: [lacity@prodigyrx.com](mailto: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. Other than presenting the enclosed card the next time you are at the pharmacy, no additional action is required of you. Our team will coordinate everything behind the scenes to ensure continuity of care.

Warmest regards,

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