



Date: April 16, 2026

To: All Attentive Clients

As part of our ongoing commitment to strengthening the Attentive program, we are continuing to introduce enhancements throughout 2026 to elevate the member experience and expand our service offerings.

We are pleased to share that RX Plus is live today. RX Plus is Attentive's new prescription discount plan, designed to expand access to prescription savings through a simpler, more modern experience.

Key benefits of RX Plus include:

- access to thousands of medications nationwide
- more than one thousand medications offered at a \$0 copay
- a streamlined experience through the Attentive Portal
- tools that help members search medications, compare pricing, and access savings opportunities

Members can access RX Plus using the card in the Benefits section of their Attentive Portal. A quick video tutorial of RX Plus is located [HERE](#).

Please note:

- Not all medications are available at \$0 copay.
- RX Plus is not insurance; it is a discount plan.
- Members should always consult a doctor or other qualified medical professional for guidance on their health journey and treatment decisions.

This new offering reflects our continued focus on improving the member experience and expanding access to meaningful healthcare resources. RX Plus is also the first in a broader series of enhancements we will be introducing throughout 2026 to further strengthen the Attentive program.

We appreciate the opportunity to continue supporting your employees through Attentive and look forward to sharing additional enhancements as they become available. For questions, please contact info@ahwus.com.

Troubleshooting:

In some cases, a member's computer or mobile device may require a few additional steps before the new RX Plus card appears in the Attentive portal. Members experiencing difficulty locating the card should try the following:

1. **Log out of the Attentive portal and log back in**
Select **Logout** in the bottom left-hand corner, then sign back in.
2. **If the RX Plus card is still not visible, clear browser cache and cookies** using the instructions for the applicable browser:

Firefox: <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox>

Chrome: <https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop>

Safari: <https://support.apple.com/guide/safari/manage-cookies-sfri11471/mac>

Edge: <https://support.microsoft.com/en-us/microsoft-edge/view-and-delete-browser-history-in-microsoft-edge-00cf7943-a9e1-975a-a33d-ac10ce454ca4>

For mobile app users:

Apple and Android app stores may take several days, and occasionally up to about a week, to make the newest version of an app available on an individual device. Members should check the respective store for the most current version of the Attentive EDGE app.

Sincerely,
The Attentive Team