



INDEPENDENT HEALTH'S

Medicare Advantage Pharmacy Directory

This Pharmacy Directory was updated on 08/2025. For more recent information or other questions, please contact Independent Health's Medicare Member Services at (716) 250-4401 or 1-800-665-1502 (TTY: 711), October 1 – March 31: Monday – Sunday from 8 a.m. – 8 p.m., April 1 – September 30: Monday – Friday from 8 a.m. – 8 p.m., or visit www.IndependentHealth.com/Medicare.

Changes to our pharmacy network may occur during the benefit year. An updated Pharmacy Directory is located on our website at www.IndependentHealth.com/Medicare. You may also call Member Services at (716) 250-4401 or 1-800-665-1502 (TTY/TDD users should call 711) for updated information.

Independent Health’s Medicare Advantage Plan 2025 Pharmacy Directory

INTRODUCTION

This booklet provides a list of Independent Health’s network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the Evidence of Coverage and Independent Health’s Medicare Advantage plan formulary.

When this pharmacy directory refers to “we,” “us” or “our,” it means Independent Health. When it refers to “plan” or “our plan,” it means Independent Health’s Medicare Advantage plan.

We call the pharmacies on this list our “network pharmacies” because we have made arrangements with them to provide prescription drugs to plan members. In most cases, your prescriptions are covered under Independent Health only if they are filled at a network pharmacy or through our mail order pharmacy service. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your Evidence of Coverage.

All network pharmacies may not be listed in this directory. Pharmacies may have been added or removed from the list after this directory was printed. This means the pharmacies listed here may no longer be in our network, or there may be newer pharmacies in our network that are not listed. This list is current as of **September 19, 2024**. For the most current list, please contact us. Our contact information appears on the front and back cover pages.

You can get prescription drugs shipped to your home through our network mail order delivery program. For more information, please contact us or see the mail order section of this pharmacy directory.

If you have questions about any of the above, please see the first and last cover pages of this directory for information on how to contact us.

The pharmacy network may change at any time. You will receive notice when necessary.

We cannot cover the cost of prescriptions filled outside of the United States.

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RETAIL PHARMACIES INCLUDING CHAIN PHARMACIES

All of the network pharmacies listed currently offer a 90-day supply of extended-day supply medications. All pharmacies in this directory support electronic prescribing. All locations for the chain pharmacies listed below participate in our pharmacy network.

For all of our retail pharmacies, including chains, TTY users may call the national TTY relay service number: 711.

Rite Aid

1-800-748-3243

www.riteaid.com/pharmacy

Sam's Club

1-888-746-7723

<http://resources.samsclub.com/health-and-wellness/pharmacy-and-health/>

Tops Markets

1-800-522-2522

www.topsmarkets.com/Departments/Pharmacy

Walgreens

1-800-925-4733

www.walgreens.com/pharmacy

Walmart Pharmacies

1-800-925-6278

www.walmart.com/pharmacy

Wegmans

1-800-848-1555

www.wegmans.com/pharmacy

ALLEGANY COUNTY

Alfred Pharmacy

36 N. Main St.
Alfred, NY 14802
(607) 587-9222

Cuba Pharmacy

2 Center St.
Cuba, NY 14727
(585) 968-3111

Fillmore Pharmacy

10560 Route 19
Fillmore, NY 14735
(585) 567-2228

Fisher's Pharmacy

138 N. Main St.
Wellsville, NY 14895
(585) 593-2611

Friendship Pharmacy

9 W. Main St.
Friendship, NY 14739
(585) 973-3496

Nicholson Pharmacy

36 Schuyler St.
Belmont, NY 14813
(585) 268-7287

CATTARAUGUS COUNTY

Bartholomew's Pharmacy

2 Elm St.
Franklinville, NY 14737
(716) 676-3350

Cattaraugus Indian Reservation

36 Thomas Indian School Dr.
Irving, NY 14081
(716) 532-8241

Dan Horn Pharmacy and Health Services

111 E. Green St.
Olean, NY 14760
(716) 376-6337

Ellicottville Pharmacy, Inc.

6133 Rte. 219, Ste. 1004
Ellicottville, NY 14731
(716) 699-2300

Inkley Pharmacy

113 Main St.
Randolph, NY 14772
(716) 358-3201

South Dayton Pharmacy

303 Pine St. S.
Dayton, NY 14138
(716) 988-3410

Valley Pharmacy and Medical Supplies, Inc.

31 W. Main St.
Gowanda, NY 14070
(716) 532-1700

Worthy Pharmacy

202 Main St.
Olean, NY 14760
(716) 804-7979

CHAUTAUQUA COUNTY

Concord Pharmacy

10220 Rte. 60
Fredonia, NY 14063
(716) 672-8400

Lakewood Apothecary

130 Chautauqua Ave.
Lakewood, NY 14750
(716) 763-0016

Pharmacy Innovations

863 Fairmount Ave.
Jamestown, NY 14701
(716) 484-1586

The Resource Center Pharmacy

712 W. 8th St.
Jamestown, NY 14701
(716) 661-1520

Sherman Pharmacy, Inc.

105 W. Main St.
Sherman, NY 14781
(716) 761-6876

Waterfront Pharmacy

107 Institute St.
Jamestown, NY 14701
(716) 484-4334

ERIE COUNTY

Alden Pharmacy

13203 Broadway St.
Alden, NY 14004
(716) 937-9818

Amber Specialty

Pharmacy 520 Ellicott St.
Buffalo, NY 14203
(888) 370-1724

Anthony Brown Pharmacy

4328 S. Buffalo St.
Orchard Park, NY 14127
(716) 662-3800

Blackrock Pharmacy

431 Tonawanda St.
Buffalo, NY 14207
(716) 876-3070

Brighton Pharmacy

935 Brighton Rd.
Tonawanda, NY 14150
(716) 835-6778

Brooks Pharmacy

4481 Lake Shore Rd.
Hamburg, NY 14075
(716) 627-3060

Buffalo Pharmacies

6035 Transit Rd.
East Amherst, NY 14051
(716) 568-1370

Buffalo Pharmacies

1479 Kensington Ave.
Buffalo, NY 14215
(716) 832-0599

Casey's Prescription Pad

5844 Southwestern Blvd.
Ste. 300
Hamburg, NY 14075
(716) 926-9044

Catholic Health Rx at Sisters

2157 Main St.
Buffalo, NY 14214
(716) 862-1575

Clarence Pharmacy

9500 Main St.
Ste. 600
Clarence, NY 14031
(716) 407-3544

Clinton Pharmacy

2032 Clinton St.
Buffalo, NY 14206
(716) 824-5200

Cy's Elma Pharmacy

2317 Bowen Rd.
Elma, NY 14059
(716) 652-3920

Dexter Drugs Center

1453 Jefferson Ave.
Buffalo, NY 14208
(716) 885-7878

Elite Care Pharmacy

319 Ridge Rd.
Lackawanna, NY 14218
(716) 235-8185

Family Medical Pharmacy

120 Plaza Dr.
Williamsville, NY 14221
(716) 568-0800

Hamburg Pharmacy

206 Lake St.
Hamburg, NY 14075
(716) 646-3147

High St. Prescription

100 High St.
Buffalo, NY 14203
(716) 859-1570

Holland Pharmacy

19 N. Main St.
Holland, NY 14080
(716) 537-2822

Island Prescription Center

1728 Grand Island Blvd.
Grand Island, NY 14072
(716) 773-5599

Ivylea Pharmacy

2446 Elmwood Ave.
Kenmore, NY 14217
(716) 873-1444

Jericho Road Community Health Center Pharmacy

1021 Broadway St.
Buffalo, NY 14212
(716) 874-6360

Kenmore Rx Center

2818 Delaware Ave.
Kenmore, NY 14217
(716) 874-6360

Larwood Pharmacy

597 Oakwood Ave.
East Aurora, NY 14052
(716) 652-1360

Metcare 4

462 Grider St.
Buffalo, NY 14215
(716) 332-2866

Metcare 5

34 Benwood Ave.
Buffalo, NY 14214
(716) 332-6811

Mobile Pharmacy Solutions

644 Ellicott St.
Buffalo, NY 14203
(716) 247-5300

Nickel City Pharmacy

1791 S. Park Ave.
Buffalo, NY 14220
(716) 823-8300

Parker Pharmacy

1388 Hertel Ave.
Buffalo, NY 14216
(716) 725-0887

Pharmacy at Blasdell

4233 Lake Ave.
Blasdell, NY 14219
(716) 332-3080

The Pharmacy at Evergreen

206 S. Elmwood Ave.
Buffalo, NY 14201
(716) 541-0656

Pharmacy at Mattina

300 Niagara St.
Buffalo, NY 14201
(716) 242-8608

Pharmacy at Riverway

1569 Niagara St.
Buffalo, NY 14213
(716) 427-8000

Pharmacy in the Square

940 Union Rd.
West Seneca, NY 14224
(716) 671-5281

Pine Pharmacy

5110 Main St.
Williamsville, NY 14221
(716) 332-2288

Rahma Pharmacy

964 Broadway St
Buffalo, NY 14212
(716) 892-5555

Riverview Professional Pharmacy

1050 Niagara St.
Buffalo, NY 14213
(716) 423-2313

Seneca Pharmacy

1979 Seneca St.
Buffalo, NY 14210
(716) 827-4900

Snyder Pharmacy

4536 Main St.
Snyder, NY 14226
(716) 839-3050

Southgate Medical Pharmacy

1026 Union Rd.
West Seneca, NY 14224
(716) 712-0630

Springville Pharmacy

13 E. Main St.
Springville, NY 14141
(716) 592-2026

Suburban Family Pharmacy

1540 Maple Rd.
Williamsville, NY 14221
(716) 568-3784

Tile Pharmacy

1031 Cleveland Dr.
Cheektowaga, NY 14225
(716) 632-4888

Transit Hill Pharmacy

6344 Transit Rd.
Depew, NY 14043
(716) 683-9444

Union Medical Pharmacy

1769 Orchard Park Rd.
West Seneca, NY 14224
(716) 675-4133

Vital Pharmacy

301 Connecticut St.
Buffalo, NY 14213
(716) 923-4603

Wanakah Pharmacy

4923 Lake Shore Rd.
Hamburg, NY 14075
(716) 627-3232

GENESEE COUNTY**Oakfield Family Pharmacy**

40 Main St.
Oakfield, NY 14125
(585) 948-5283

United Memorial Community Pharmacy

127 North St.
Batavia, NY 14020
(585) 815-6736

NIAGARA COUNTY**Community Medical Pharmacy**

918 Michigan Ave.
Niagara Falls, NY 14305
(716) 282-1292

DeGiulio's Pharmacy

220 Portage Rd.
Lewiston, NY 14092
(716) 405-7821

Falls Pharmacy

2401 Pine Ave
Niagara Falls, NY 14301
(716) 215-6302

Family Pharmacy Plus

320 S. Transit St.
Lockport, NY 14094
(716) 433-3733

Lockport Apothecary

6606 Lincoln Ave.
Lockport, NY 14094
(716) 438-3990

Middleport Family Health Pharmacy

81 Rochester Rd.
Middleport, NY 14105
(716) 735-3261

Newfane Pharmacy

2780 Main St.
Newfane, NY 14108
(716) 778-0600

Niagara Apothecary

8745 Niagara Falls Blvd.
Niagara Falls, NY 14304
(716) 297-3530

Pendleton Star Pharmacy

6503 Campbell Blvd.
Lockport, NY 14094
(716) 210-3152

Summit Park Pharmacy

2578 Niagara Falls Blvd.
Ste. 100
Niagara Falls, NY 14304
(716) 731-3500

Village Pharmacy

6478 Ridge Rd.
Lockport, NY 14094
(716) 302-3434

Wellness Park Pharmacy

8672 Buffalo Ave.
Niagara Falls, NY 14304
(716) 260-1918

Wurlitzer Family Pharmacy

521 Division St.
North Tonawanda, NY 14120
(716) 260-1131

ORLEANS COUNTY

Holley Pharmacy

3 Geddes Street Ext.
Holley, NY 14470
(585) 635-5499

The Medicine Shoppe Pharmacy #463

142 E. Center St.
Medina, NY 14103
(585) 798-1212

Rosenkrans Pharmacy

526 Main St.
Medina, NY 14103
(585) 798-1650

WYOMING COUNTY

Attica Pharmacy

2 Market St.
Attica, NY 14011
(585) 591-1111

Cottrill's Pharmacy

255 Main St.
Arcade, NY 14009
(585) 492-2310

Sinclair Pharmacy

75 N. Main St.
Warsaw, NY 14569
(585) 786-2330

Wyoming Drug

91 N. Main St.
Warsaw, NY 14569
(585) 786-2100

MAIL ORDER PHARMACIES

The mail order pharmacies in this directory support electronic prescribing. For our mail order pharmacies, users may call the national TTY relay service number: 711.

ProAct Pharmacy Services

1-866-287-9885

<https://secure.proactrx.com/mail-order/1/>

Wegmans Mail Order

1-800-934-4797

www.wegmans.com/pharmacy

You can get prescription drugs shipped to your home through our network mail order delivery program.

Typically, you should expect to receive your prescription drugs within fourteen (14) business days from the time that the mail order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact us at (716) 250-4401 or 1-800-665-1502 (TTY:711), Monday – Sunday from 8 a.m. – 8 p.m. (October 1 – March 31) and Monday – Friday from 8 a.m. – 8 p.m. (April 1 – September 30).

HOME INFUSION PHARMACIES

If you have any questions about our home infusion pharmacies, please contact our Medicare Member Services Department. Our contact information appears on the front and back cover pages. Our home infusion pharmacies in this directory support electronic prescribing. For all of our home infusion pharmacies, TTY users may call the national TTY relay service number: 711.

Catholic Health Infusion Pharmacy

6350 Transit Rd.

Depew, NY 14043

(716) 685-4870

Coram CVS Specialty Infusion Pharmacy

375 N. French Rd., Ste. 108

Amherst, NY 14228

(716) 691-3000

Option Care

40 Centre Dr.

Orchard Park, NY 14127

(716) 667-7500

VNA Home Care Services

650 Airborne Pkwy.

Cheektowaga, NY 14225

(716) 630-8000

LONG-TERM CARE PHARMACIES

Residents of a long-term care facility may access their prescription drugs covered under Independent Health's Medicare Advantage plan through the facility's long-term care pharmacy or another network long-term care pharmacy.

If you have any questions about our long-term care pharmacies, please contact our Medicare Member Services Department. Our contact information appears on the front and back cover pages.

All of our long-term care pharmacies in this directory support electronic prescribing. For all of our long-term care pharmacies, TTY users may call the national TTY relay service number: 711.

Buffalo Pharmacies Institutional

1479 Kensington Ave.
Buffalo, NY 14215
(716) 630-8000

Catholic Health Infusion Pharmacy

6350 Transit Rd.
Depew, NY 14043
(716) 685-4870

Heritage Pharmacy

4600 Route 60
Sellew Building
Gerry, NY 14740
(716) 985-4649

Kaleida Health Co. Pharmacy

445 Tremont St.
North Tonawanda, NY 14120
(716) 690-2233

Omnicare of WNY

2410 North America Dr.
West Seneca, NY 14224
(716) 677-4805

Parkview Health Services

1770 Colvin Blvd.
Buffalo, NY 14223
(716) 876-2323

Patient's Pharmacy Inc

320 N. Main St.
Jamestown, NY 14701
(716) 483-6913

Pharmerica

2355 Union Rd.
Cheektowaga, NY 14227
(716) 631-2433

Upstate Pharmacy

1900 N. America Dr., Ste. 100
West Seneca, NY 14224
(716) 675-3784

Woodmark Pharmacy

1142 Wehrle Dr.
Willamsville, NY 14221
(716) 631-3381

INDIAN HEALTH SERVICE/TRIBAL/URBAN INDIAN HEALTH PROGRAM (I/T/U) PHARMACIES

Only Native Americans and Alaska Natives have access to Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) Pharmacies through Independent Health's pharmacy network. Those other than Native Americans and Alaskan Natives may be able to access these pharmacies under limited circumstances (e.g., emergencies).

If you have any questions about our I/T/U pharmacies, please contact our Medicare Member Services Department. Our contact information appears on the front and back cover pages.

For all of our I/T/U pharmacies, TTY users may call the national TTY relay service number: 711.

Cattaraugus Indian Reservation

36 Thomas Indian School Dr.
Irving, NY 14081
(716) 532-5582

Lionel R. John Health Center

987 R C Hoag Dr.
Salamanca, NY 14779
(716) 945-8240

INDEPENDENT HEALTH'S NETWORK PHARMACIES

Retail: 291

Mail Order: 2

Home Infusion: 4

Long-Term Care: 10

Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) Pharmacies: 2



Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

English: ATTENTION: Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-665-1502 (TTY: 711) or speak to your provider.

Español (Spanish): ATENCIÓN: Si habla español, hay servicios de asistencia lingüística disponibles para usted de forma gratuita. También están disponibles, sin cargo adicional, los auxilios y servicios apropiados para proporcionar información en formatos accesibles. Llame al 1-800-665-1502 (TTY: 711) o hable con su proveedor.

中文 (Simplified Chinese): 注意：如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-800-665-1502（文本电话：711）或咨询您的服务提供商。

台語 (Traditional Chinese): 注意：如果您說[台語]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-800-665-1502（TTY：711）或與您的提供者討論。

РУССКИЙ (Russian): ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-665-1502 (TTY: 711) или обратитесь к своему поставщику услуг.

יידיש (Yiddish): באטייט: אויב איר רעדט יידיש, שפראך הילף סערוויסעס זענען בארעכטיגט פאר דיר פריי. צונעמען אידס און באדינונגס פֿאר פראוויידינג אינפֿארמאציע אין צוטריטלעך פֿארמאטירונגען זענען אויך בנימצא פריי. רופן 1-800-665-1502 (TTY: 711) אדער רעדן מיט דיין טרעגער.

বাংলা (Bengali): মনোযোগ দিন: দি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 1-800-665-1502 (TTY: 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

Kreyòl Ayisyen (Haitian Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-800-665-1502 (TTY: 711) oswa pale avèk founisè w la.

한국어 (Korean): 주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-665-1502 (TTY: 711) 번으로 전화하거나 서비스 제공업체에 문의하십시오.

(Arabic) العربية: تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-800-665-1502 (711) أو تحدث إلى مقدم الخدمة.

Italiano (Italian): ATTENZIONE: Se parli italiano, sono disponibili servizi di assistenza linguistica gratuiti per te. Sono disponibili gratuitamente anche ausili e servizi appropriati per fornire informazioni in formati accessibili. Chiama il 1-800-665-1502 (TTY: 711) o parla con il tuo fornitore.

Français (French): ATTENTION: Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-665-1502 (TTY: 711) ou parlez à votre prestataire.

POLSKI (Polish): UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-800-665-1502 (TTY: 711) lub porozmawiaj ze swoim dostawcą.

(Urdu) اردو: توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان کی مفت مدد کی خدمات دستیاب ہیں۔ قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے مناسب معاون امداد اور خدمات بھی مفت دستیاب ہیں۔ 1-800-665-1502 (TTY: 711) پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔

SHQIP (Albanian): VINI RE: Nëse flisni [shqip], shërbime falas të ndihmës së gjuhës janë në dispozicion për ju. Ndhima të përshtatshme dhe shërbime shtesë për të siguruar informacion në formate të përdorshme janë gjithashtu në dispozicion falas. Telefononi 1-800-665-1502 (TTY: 711) ose bisedoni me ofruesin tuaj të shërbimit.

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹੁੰਦੀਆਂ ਹਨ। ਪਹੁੰਚਯੋਗ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਨ ਲਈ ਢੁਕਵੇਂ ਪੁਰਕ ਸਹਾਇਕ ਸਾਧਨ ਅਤੇ ਸੇਵਾਵਾਂ ਵੀ ਮੁਫਤ ਵਿੱਚ ਉਪਲਬਧ ਹੁੰਦੀਆਂ ਹਨ। 1-800-665-1502 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਆਪਣੇ ਪ੍ਰਦਾਤਾ ਨਾਲ ਗੱਲ ਕਰੋ।

Notice of Nondiscrimination

Discrimination is Against the Law

Independent Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Independent Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Independent Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Independent Health's Member Services Department. If you believe that Independent Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Independent Health's Member Services Department, 511 Farber Lakes Drive, Buffalo, NY 14221, 1-800-665-1502, TTY users call 711, fax (716) 635-3504, medicareservice@servicing.independenthealth.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Independent Health's Member Services Department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



511 Farber Lakes Drive • Buffalo, New York 14221

Independent Health's Medicare Advantage important plan information.

This Pharmacy Directory was updated on 08/2025. For more recent information or other questions, please contact Independent Health's Medicare Member Services at (716) 250-4401 or 1-800-665-1502 (TTY: 711), October 1 – March 31: Monday – Sunday from 8 a.m. – 8 p.m., April 1 – September 30: Monday – Friday from 8 a.m. – 8 p.m., or visit www.IndependentHealth.com/Medicare.

Changes to our pharmacy network may occur during the benefit year. An updated Pharmacy Directory is located on our website at www.IndependentHealth.com/Medicare. You may also call Member Services at (716) 250-4401 or 1-800-665-1502 (TTY/TDD users should call 711) for updated information.