



MASSACHUSETTS

# OUR NEW PHARMACY BENEFIT MANAGER: FREQUENTLY ASKED QUESTIONS

## How the Change Will—and Won't—Affect You

On January 1, 2023, a new pharmacy benefit manager will begin administering pharmacy benefits on behalf of Blue Cross Blue Shield of Massachusetts. Most members will experience few or no changes as a result of this transition. Learn why we're making this change and how we'll support you through it.

### Why is Blue Cross changing its pharmacy benefit manager?

Now more than ever, controlling the rising cost of health care is critical. The cost of prescription medications is growing the fastest, and that cost accounts for almost 20% of your premium. Working with our new pharmacy benefit manager, we believe we can better manage the effect of medication prices on your health care premiums.

### What will this change mean for me?

The change to a new pharmacy benefit manager will mean few or no changes for most members, as the prescription medications we cover and the terms of coverage will remain the same for some medications. Also, most of our current network pharmacies will remain in-network.

If you're going to be affected by the change to a new pharmacy benefit manager, we'll let you know by mail and we'll guide you through any action you need to take.

### Will I get a new ID card?

Yes. A new Blue Cross ID card with updated pharmacy information will be mailed to Medicare members in October. All other members will receive their new Blue Cross ID cards in December.

Starting January 1, 2023, you'll need to present the new ID card for any pharmacy products or services. You can also access your digital ID card on MyBlue after January 1. Destroy your old card before disposing of it.

### What types of changes should I anticipate?

#### Mail Service Pharmacy

There will be a new mail service pharmacy. If you use the mail order pharmacy, your prescription(s) will transfer automatically, except for controlled-substance prescriptions, and prescriptions with no refills remaining. In those cases, you'll need to ask your doctor for new prescriptions.

#### Formulary (the medications we cover)

We review and make changes to our formularies each year. Depending on the formulary, changes can be made up to four times per year. This frequency will continue under the new pharmacy benefit manager.

Formulary changes can include changes to prescription medications, tiers, dosing requirements, and step therapy. As always, we'll notify you and your health care provider in advance about any such changes.

### How can I access the new mail service pharmacy?

On or after January 1, 2023, sign in to MyBlue to access the mail service pharmacy website. When refilling your prescriptions, you'll be prompted to add your billing information. Don't forget to enroll in auto-refill and to select your communication preferences.

You can also enroll in the mail service pharmacy by calling CVS Customer Care at **1-877-817-0477** TTY: **711** (for commercial members) or **1-877-817-0493** TTY: **711** (for Medicare members).

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### Will the cost of my medication(s) change?

Some medications will be categorized into a different tier, which would affect their costs. If that's the case for any medications you're taking, you'll be notified by letter.

### Can I look up my medications to check coverage terms and tier information before January 1, 2023?

Yes. Starting in October 2022, you can use the Medication Lookup Tool or the Medicare Medication Lookup Tool to learn about your 2023 prescription drug coverage information. Find both tools on MyBlue ([bluecrossma.org](https://bluecrossma.org)).

### Will my current pharmacy be part of the new pharmacy benefit manager network?

Almost certainly. You'll have access to an extensive pharmacy network, which includes CVS Pharmacy™, Rite Aid™, and Walgreens pharmacies, as well as thousands of independent pharmacies. If the pharmacy you use now isn't in the new pharmacy benefit manager's network, we'll let you know by mail. In October 2022, you can use our Find a Pharmacy locator tool to find in-network pharmacy options near you.

### I use specialty medication(s). Will the network of specialty pharmacies be changing?

No. Our network of retail specialty pharmacies will remain the same as of January 1, 2023.

### Will the member site (MyBlue) be updated, in light of this change?

Yes. There will be enhancements to MyBlue, including the 2023 Medication Lookup Tool (available in October 2022), access to digital ID cards, and more.

### How can I use MyBlue to help me prepare for the upcoming pharmacy benefit manager change?

Create a MyBlue account at [bluecrossma.org](https://bluecrossma.org), if you haven't already done so, or sign in to your existing MyBlue account. You can use MyBlue to instantly manage your medications, review your pharmacy claims, and learn about your pharmacy benefits and all your other benefits—all in one place.

### How will I know if I'm affected by the pharmacy benefit manager transition?

**Medicare members** will be notified of any changes to their prescription drug benefit through the standard "Annual Notice of Change" (issued in late September 2022), as well as through individual communications (issued in November 2022).

**All other members** will be notified in November about any related pharmacy changes that affect them.

**Mail order prescriptions filled before January 1, 2023, will be processed by your current mail order pharmacy, Express Scripts Pharmacy.**

**Plan ahead if you'll need to refill a prescription before year's end, to ensure that you have an adequate supply.**

## Questions?

If you have any questions, call Member Service at the number on your ID card.



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ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).