



BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association.



Important information about
your pharmacy benefit starting
Jan. 1, 2020.

Dear valued member:

Beginning Jan. 1, 2020, your health plan's pharmacy benefit will be administered by a new pharmacy benefits manager (PBM). Our new PBM, OptumRx, is an independent company that provides pharmacy benefit management services on behalf of BlueCross.

This change will have little or no effect on most members. However, there will be a few updates to your health plan's prescription drug coverage for 2020:

ID Cards

Before the end of the year, you will receive a new ID card. You can start using this new card on Jan. 1, 2020, for both your medical and pharmacy benefits. Be sure to show your new card at the pharmacy when you have your first prescription filled, or refilled, in 2020. You can also get an electronic version of your ID card by logging in to My Health Toolkit®.

Mail Service

Beginning Jan. 1, prescription mail service will be provided by **OptumRx Home Delivery**. If you're currently using mail service, your prescription will automatically transfer, unless it is a compound, a controlled substance or a prescription with no refills left. If you are currently having a prescription filled that will not transfer, we will notify you by mail in early November. All mail-service users will also be sent a reminder about the mail-service change in late November. You can call 855-811-2218 **on or after Dec. 2, 2019**, to set up your first mail-service refill in 2020.

Specialty Pharmacy

Specialty prescription drugs treat complex or chronic medical conditions. They are often oral or self-injected and usually require patient-specific dosing and careful clinical monitoring.

Beginning Jan. 1, **BriovaRx** will be our new preferred specialty pharmacy. BriovaRx is a division of OptumRx. If you are currently using a specialty drug you are buying through CVS Specialty Pharmacy*, your prescription will automatically transfer to the new specialty pharmacy. You can call 877-259-9428 **on or after Dec. 2** to set up your first specialty prescription refill in 2020.

Questions?

We'll be sending letters with more information in November to all members who will be affected by a change to their pharmacy benefit resulting from the PBM transition. You can also find information about the changes to your pharmacy benefit by visiting www.SouthCarolinaBlues.com. If you can't find the answer to your question there, your health plan's Customer Service team can help. Just call the number on the back of your member ID card.

We look forward to continuing to serve you!

Member Services

*CVS Specialty Pharmacy is a division of CVS Health, an independent company that currently provides specialty pharmacy services to our members.