

PBM Transition Frequently Asked Questions (Member version)

What is happening to my prescription drug coverage on Jan. 1, 2020?

Beginning Jan. 1, 2020 your pharmacy benefit will be administered by a new pharmacy benefits manager (PBM). The new PBM, **OptumRx**, is an independent company that has been contracted to provide certain services related to your health plan's prescription drug coverage.

How will this change affect me?

There will be little or no effect for most members. You will, however, be sent a new ID card to use in 2020. Some members may experience additional changes to their prescription drug coverage on Jan. 1, as part of their health plan's regular pharmacy benefit updates.

How will I know if a drug coverage change affects me?

If you are currently taking a drug that will be affected by any coverage or program changes taking effect on Jan. 1, we will mail you a letter in early November describing the change and any actions needed.

Will I receive a new ID card?

You will be sent a new ID card in late November or early December. You can start using your new card on Jan. 1, 2020 for both medical and pharmacy benefits. Be sure to show your new card at the pharmacy when they have their first prescription filled in 2020. In addition, you can access an electronic version of their ID card by logging in to the secured portion of your health plan's website.

Will the drugs covered by my plan change?

For most members, the drugs covered by their plan will not change beyond the minor updates that take place routinely at the beginning of each year. If your coverage is through an employer group that will be using a new formulary (list of covered drugs) in 2020, you will receive more information about these changes and what they may mean for you. We will send you a letter in November with more details.

Will I have to change the pharmacy I use to fill my prescriptions?

Our current pharmacy network includes almost all the same pharmacies as our new 2020 pharmacy network. There are almost 70,000 pharmacies, including all major chain pharmacies and most independent pharmacies. If, for some reason, a pharmacy you are using will not be part of the new network, we will send you a letter in December to inform you and suggest other network pharmacies that are nearby.

Beginning October 15, you can use the "Find a Pharmacy" locator to search for 2020 network pharmacies. Always make sure to check your plan materials for information about specific network information that may apply to your plan.

Will CVS pharmacies still be part of the network?

CVS pharmacies are included in our new national pharmacy network.

Will the price I pay for prescription drugs change?

Your pharmacy benefit is based on tiers. Tiers are the different cost levels you pay for medications. For most members, the drugs you take will stay at their current tier. However, from time to time, some drugs may move to a higher tier. If a drug you're taking will be moving to a higher tier on Jan. 1, we will send you a letter to let you know. The price you pay is also determined by your pharmacy benefit, so if that is changing in some way, the price you pay may also change.

*CVS Mail Service and Specialty Pharmacy are divisions of CVS Health, an independent company that currently provides mail order and specialty pharmacy services to our members.

What is a specialty drug?

Specialty prescription drugs treat complex or chronic medical conditions. They may require patient-specific dosing and careful clinical monitoring.

I take a specialty drug. Will there be a new specialty pharmacy?

Yes. We will have a new specialty pharmacy, BriovaRx, which is a division of the new PBM. If your specialty prescription is now being filled by CVS Specialty Pharmacy*—and you have refills remaining—your prescription will be transferred to BriovaRx Specialty.

Do I need to take any action regarding my specialty prescriptions?

Existing prescriptions will be transferred from CVS Specialty to BriovaRx around Jan. 1, 2020. Current members can call **877-259-9428** to get set up to use BriovaRx beginning Dec. 2, 2019. Before this date, you will not have a profile in the BriovaRx system, and no information can be documented.

I use mail service to receive some prescription drugs. Will anything change for me?

Members who use mail service receive up to a 90-day supply of medications they take regularly. Beginning Jan. 1, 2020, mail service will be provided by OptumRx Home Delivery. Open prescription refills will be transferred from CVS Mail Service* to the new home delivery pharmacy around Jan. 1, 2020.

What will happen to existing mail-order scripts?

Open prescription refills will be transferred from CVS Mail Service to OptumRx Home Delivery pharmacy. Some scripts will not transfer (compounds, controlled substances and prescriptions with no refills left). We will inform you if you need a new prescription(s) to continue filling via mail.

Do I need to take any action regarding my mail-service prescriptions?

Although most prescriptions will be transferred, you will need to set up a profile with the new mail-service pharmacy. At that time, you can provide the new pharmacy with credit card information and select automatic refills. You can call **855-811-2218** to get set up beginning Dec. 2, 2019. Before this date, you will not have a profile in the system, and no information can be documented. After Jan. 1, you can call or use the web to set up your profile.

What if I need a new prescription for mail service?

If you need a prescription for mail service, be sure to let your doctor's office know that you have a new mail-service pharmacy. Your doctor can e-prescribe directly to OptumRx Home Delivery pharmacy, or you can submit a copy of the prescription with a [mail service form](#).

A drug I take required prior authorization. Will anything change for me?

All active prior authorizations (PAs) will be transferred around Jan. 1.

Will I still have access to my pharmacy claims history?

OptumRx will be loading one year of historical data for each member. This will be available when you log in to My Health Toolkit. For older information, please log into the Caremark website.

What pharmacy information can I find within My Health Toolkit?

The type of information you can find by signing into the secure portion of our website is the same as you can access now, including a drug cost search tool, information on drugs covered by your plan and pharmacy claims history.

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Will I still be able to get to my pharmacy benefits through My Health Toolkit?

Yes. The first time you use this feature, you will have to create a login. After that, you will be able to access this information just by signing into My Health Toolkit.