

PHARMACY Update

Beginning January 1, 2010, CVS Caremark (Caremark) will become the new pharmacy benefits manager (PBM) for Blue Cross & Blue Shield of Rhode Island (BCBSRI) health plans. CVS Caremark will process prescription drug claims, provide mail order pharmacy services, and conduct utilization review.*

Will there be changes?

- Members will receive a new BCBSRI member identification (ID) card.
- Even though the new ID card will list CVS Caremark as the PBM, members are still free to visit any of the approximately 60,000 pharmacies in the network.
- The mail order pharmacy service will be operated by CVS Caremark.
- The online pharmacy benefit information and services will look different.
- Any claims members file for direct reimbursement should be sent to CVS Caremark.
- CVS Caremark will process pharmacy claims based on member's benefits.

BCBSRI Member ID Cards

All members will receive a new BCBSRI member ID card. The new card will tell pharmacies how to submit claims to CVS Caremark.

- Members will begin using their new member ID card on January 1, 2010.
- They should show their new card the first time they have a prescription filled on or after this date.

Online Pharmacy Benefit Information and Services

We have worked with CVS Caremark to ensure that the same important pharmacy benefit information and services available today are still available to members through the Pharmacy section of **BCBSRI.com**. They should only notice changes in the appearance of the Web site.

Pharmacy Claims

In most cases, the pharmacy will file a claim for members, and they will only be responsible for the applicable copayment, coinsurance, or deductible. However, if members need to file a claim for direct reimbursement for pharmacy services received on or after January 1,

2010, a claim form is available on BCBSRI.com. Members must fill out the form completely, then send it to CVS Caremark at the appropriate address listed on the claim form.

For 2009:

Paper Claims

For claims with a 2009 date of service you will continue to file them with BCBSRI.

Claims Appeal

If members would like to appeal a denied prior authorization request with a 2009 date of service, they may do so through Anthem Utilization Management Services, Inc. (AUMSI). If they have questions, they can contact BCBSRI Customer Service at the number at the end of this update.

What about the members' current prescriptions?

- **Retail pharmacy:** Our members' pharmacies will still have their prescriptions on file. Members will need to show their new BCBSRI member ID cards the first time they get refills after January 1, 2010.
- **Mail order pharmacy:** Member **prescriptions** will be automatically transferred to CVS Caremark. However, **members' payment information will not be transferred**. When members need refills after January 1, 2010, they need to call CVS Caremark at 1-866-329-3053 and update their patient profiles. Prescriptions that have expired, do not have refills remaining, or are for controlled substances (e.g., Valium, Tylenol with codeine, or Hydrocodone) will not be transferred to CVS Caremark. Members must get new prescriptions from their physicians.

Do members need to request another authorization for their prescriptions?

If a member receives authorizations for any existing prescriptions, they do not need to get new authorizations

from CVS Caremark. For any new prescriptions that require authorization, or for existing authorizations that are expiring, the members' healthcare providers can contact CVS Caremark at 1-800-294-5979.

How do members change pharmacies?

Members are free to switch to a new participating pharmacy at any time. They can change pharmacies by:

- Bringing their prescription bottle(s) to a new participating pharmacy. The pharmacist will arrange for the prescription to be transferred. The pharmacist will also confirm the dosage and directions for use, and then cancel the prescription at the previous pharmacy.

–OR–

- Requesting new written prescriptions from their physicians and bringing them to the new pharmacy to be filled.

How do members use the mail order pharmacy service?

We will continue to offer a mail order pharmacy service through CVS Caremark Mail Service. Members can order up to a three-month supply of medication at one time. If they are not sure what their copayment is for mail order prescriptions, members can check their subscriber agreement or call BCBSRI Customer Service.

Members can fill out and submit a mail order request online from the Pharmacy section of BCBSRI.com, or request a printed mail order form by calling BCBSRI Customer Service.

Members can order refills 24 hours a day, seven days a week online at BCBSRI.com, by telephone at 1-866-329-3053, or by mail using the refill order forms included with their first shipment. If they have questions about using CVS Caremark Mail Service, they can call BCBSRI Customer Service.

Questions?

If members have any questions about their benefits, they can call our Customer Service Department at the appropriate number below:

Customer Service for BlueCHiP plans:

(401) 274-3500 or **1-800-564-0888**

Customer Service for all other BCBSRI plans:

(401) 459-5000 or **1-800-639-2227**

Telecommunications Device for the Deaf (TDD):

1-888-252-5051

Customer Service hours are Monday through Friday, 8:00 a.m. to 8:00 p.m., and Saturday, 8:00 a.m. to 2:00 p.m.

If you have any questions, please contact your broker or BCBSRI account representative.

We appreciate your patience during this transition as we continue improving our products and services to meet our members' healthcare needs.



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