

## Catamaran A Helpful Guide

Having Trouble with Your Pharmacy Benefits?

We're here to help.

Please call our Customer Service Department at **(401) 459-5000** or **1-800-639-2227** if you experience any of the issues outlined below—or if you have any other questions or concerns. Our representatives are available Monday through Friday, from 8:00 a.m. till 8:00 p.m.

- The pharmacist has asked you for your new **RxBIN** number, but you aren't sure what this is.
- Your new member ID card contains incorrect information.
- Your prescription drug copays are incorrect.
- Your pharmacist says you not eligible for prescription drug benefits.
- You received prior authorization for a drug you need, but it doesn't show up in Catamaran's system.
- You can't access your prescription drug information online through **BCBSRI.com**.

We're continuing to work hard to make sure the switch to Catamaran goes smoothly. Below you'll find answers to some common questions that may arise during this transition period.

- Q. I never received my new member ID card. What should I do? Can I still fill my prescriptions?
- A. You may continue to use your old card, and you should have no issues with service. If a pharmacy has an issue, your pharmacist can call the Catamaran PBM Help Desk at 1-866-391-1164. Catamaran representatives will be available to provide support during the transition process.

If you'd like to order a new member ID card, call the BCBSRI Customer Service number printed on the back of your old card.

**Important note:** Medicare members must show their new member ID card to receive pharmacy services.

Q. Can I change my pharmacy?

A. Yes. Changing your pharmacy is easy. You can:

1. Bring your prescription bottle(s) to the 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 your prescription as your previous pharmacy.
2. Or, you can request a new written prescription from your doctor and bring it to the new pharmacy.

Q. I want to see which drugs are covered as part of the formulary. Where can I find the formulary on **BCBSRI.com**?

A. Sign into BCBSRI.com, click on View Benefits, and scroll down to the Rx Copays window. Once there, you'll find a link to our formulary.

Q. If I need to send a letter to Catamaran, which address should I use.

A. You can use the following address for general correspondence:

Catamaran

PO Box 5216

Lisle, IL, 60532-5216