



Pharmacy Benefit Manager Transition

Beginning on January 1, 2013, BCBSRI will have a new pharmacy benefits manager: Catamaran PBM of Illinois, Inc. (Catamaran). There will be few changes to members' pharmacy benefits. The questions and answers below provide information about how this transition may affect you and your patients.

What services does Catamaran provide for BCBSRI members?

Catamaran will handle BCBSRI members' prescription drug claims, requests for mail order drugs, and delegated utilization management services. In addition, Catamaran will handle the coverage determination (prior authorization) and redetermination (appeals) process for BlueCHiP for Medicare.

What will change for BCBSRI members?

- Members will receive a new BCBSRI member ID card to use starting January 1, 2013.
- Starting on January 1, 2013, members will submit claims for direct reimbursement to Catamaran.
- The online pharmacy benefit information and services will look different.
- The formularies will change for BlueCHiP for Medicare members (but not for BCBSRI Commercial members). Members can expect many positive changes as a result of the switch to Catamaran.
- Drug copayments will change for BlueCHiP for Medicare members.
- Catamaran Home Delivery will handle mail order prescriptions. Most prescriptions will be transferred except:
 - Mail order prescriptions for controlled substances (e.g., Valium, Tylenol with Codeine, or Hydrocodone). This is in accordance with federal regulations. Members will need to request a new prescription from their doctor.
 - Mail order prescriptions that do not have refills or have expired.

What will stay the same for BCBSRI members?

- Commercial plans will cover the same drugs at the same copayments.
- Members can still visit any of the approximately 60,000 pharmacies in the network. All currently participating pharmacies in Rhode Island will still be available. Prescriptions will still be on file at members' pharmacies.
- Specialty drug coverage for Commercial members will continue to be administered by the same specialty drug vendors, CVS Caremark and/or Village Fertility.
- For members who use the mail order pharmacy service, Catamaran Home Delivery:
 - Most prescriptions will be transferred (except as noted in the question above).
 - Medication authorizations will be still be valid except for controlled substances.

How do members start using online pharmacy services?

To take advantage of online pharmacy services, members must be registered on BCBSRI.com. They will sign in using their username and password to ensure the privacy of their healthcare information.

How do members use the mail order pharmacy service?

Members can order up to a three-month supply of medication at one time through Catamaran Home Delivery. If they're not sure what their copayment is for mail order subscriptions, they can check their subscriber agreement or call BCBSRI Customer Service.

To enroll, members can print an order form from the Pharmacy section of BCBSRI.com and mail it. Members can also request a printed form by calling BCBSRI Customer Service at the number on the back of their member ID card.

Members can order refills 24 hours a day, seven days a week by:

- Visiting BCBSRI.com
- Calling Catamaran Home Delivery. Commercial members should call 1-866-235-1057 and BlueCHiP for Medicare members should call 1-866-391-7230.
- Using the mail order refill order form included with their first shipment.

Will the change to Catamaran have any impact on the formulary?

The transition to Catamaran will not impact the formulary for BCBSRI Commercial members. BCBSRI will continue to make changes to the Commercial plan's formulary (preferred drug list) in April and October of each year. Commercial plan members who take drugs that are changing formulary status in April or October will receive a letter from Catamaran informing them of the changes, as they normally have in the past. Please note: This process does not apply to BlueCHiP for Medicare members. Their formulary will have positive changes as a result of the move to Catamaran, including an increase in the number of drugs covered.

How will the PBM change impact claims appeals?

If any of your patients would like to appeal a denied prior authorization request with a 2012 or prior date of service, they may do so through Caremark, as instructed in their determination letter. For claims with dates of service on or after January 1, 2013, they should contact Catamaran. If members have questions, they should contact BCBSRI Customer Service at the number printed on the back of their member ID card.

How do I request authorizations for my patients' prescriptions on or after January 1, 2013?

If your patients received authorizations for any existing prescriptions, they don't need to get new authorizations except for controlled substances. For any new prescriptions that require authorization, or for existing authorizations that are expiring, you can contact Catamaran by phone or fax.

For BlueCHiP for Medicare, coverage determination (prior authorization) requests and redetermination forms (appeals) are available at BCBSRI.com/Medicare. A member may also start the coverage determination or redetermination process by visiting that site.

For Commercial authorizations: 1-866-391-1164 (phone) or 1-866-391-7222 (fax)

For BlueCHiP for Medicare authorizations: 1-866-858-7907 (phone) or 1-866-391-2929 (fax)

What is the Premier Formulary exceptions process?

This process is not changing. As a reminder, for members who have the Premier Formulary, an exception process is available for certain drugs that are excluded or not on the formulary.

Excluded drugs that do not have a generic equivalent are eligible for consideration. Please refer to BCBSRI.com for details. Providers may complete a Medical Exception request form, available in the Provider section of BCBSRI.com, and fax the request as directed for review and determination.

Which pharmacies are in the Catamaran network?

The pharmacy network has not changed. To meet members' needs at home or while traveling, Catamaran provides an open network of more than 60,000 pharmacies across the nation. This includes all the major chain stores and the local, independently owned pharmacies.

Can members order compounded medication from Catamaran's mail order service?

Catamaran does offer compounding services for common formulations. The specific prescription order would need to be reviewed by the pharmacy to determine if there were any special handling or preparation requirements that would prevent their ability to complete the compound request.

Who can I contact with any questions about Catamaran or prescription drug coverage?

If you have questions about your patients' pharmacy benefits, please call the Physician and Provider Service Center at (401) 274-4848 or 1-800-230-9050. For questions about a mail order request or the status of a Prior Authorization request, you can call Catamaran directly:

- For Commercial members: 1-866-391-1164
- For BlueCHiP for Medicare members: 1-866-858-7907