

Catamaran A Helpful Guide

Are your employees having trouble with their pharmacy benefits?

We're here to help.

Your employees can call our Customer Service Department at **(401) 459-5000** or **1-800-639-2227** if they experience any of the issues outlined below—or if they 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 them for their new **RxBIN** number, but they aren't sure what this is.
- Their new member ID card contains incorrect information.
- Their prescription drug copays are incorrect.
- Their pharmacist says they are not eligible for prescription drug benefits.
- They've received prior authorization for a drug they needed, but it doesn't show up in Catamaran's system.
- They can't access their 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. Your employees never received their new member ID card. What should they do? Can they still fill their prescriptions?

- A. Your employees may continue to use their old card, and they should have no issues with service. If a pharmacy has an issue, their 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 they would like to order a new member ID card, they can call the BCBSRI Customer Service number printed on the back of their old card.

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

Q. Can my employees change their pharmacy?

A. Yes. Changing pharmacies is easy. They can:

1. Bring their 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 their prescription as their previous pharmacy.
2. Or, they can request a new written prescription from their doctor and bring it to the new pharmacy.

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

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

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

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

Catamaran
PO Box 5216
Lisle, IL, 60532-5216