



MASSACHUSETTS

November 2022

<Member first name> <Member last name>  
<C/o>  
<Member Address 1> <Member Address 2>  
<City>, <State> <Zip>

**Introducing  
your new mail service  
pharmacy**

Dear <Member first name> <Member last name>,

One of our top priorities is providing quality care and service. That's why we're changing the company that administers your prescription benefits on our behalf.

Effective January 1, 2023, you'll have a new mail service pharmacy called CVS Caremark Mail Service Pharmacy.



#### WHAT SHOULD YOU DO?

We'll transfer your existing prescriptions from Express Scripts Mail Order Pharmacy to CVS Caremark Mail Service Pharmacy on January 1, 2023. **However, you'll need to follow the instructions below to request your next refill on or after January 1.**

#### When you're ready for your next refill (on or after January 1, 2023):



Online:

Sign in to MyBlue at [bluecrossma.org](https://bluecrossma.org). You can create a MyBlue account if you don't already have one. Click on **Pharmacy Benefit Manager** under **My Medications**, then go to the **Prescriptions** tab. Click **View/Refill All Prescriptions**. Follow the prompts to order a refill.



Phone:

Call CVS Customer Care at **1-877-817-0493 (TTY: 711), 24 hours a day, seven days a week.**

#### ADDITIONAL INFORMATION

**Automatic refills:** Your preferences for automatic refills will not be transferred to CVS Caremark Mail Service Pharmacy. You can request these on or after January 1, 2023, with your next prescription refill. Call CVS Customer Care directly at **1-877-817-0493 (TTY: 711), 24 hours a day, seven days a week.**



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**Special requests:** If you'd like to make a special request, such as non-safety caps on your medication, you must request it by calling CVS Customer Care at **1-877-817-0493 (TTY: 711), 24 hours a day, seven days a week.**

**Prescriptions that we're unable to transfer:** There are some types of prescriptions we can't transfer, so you'll need to take action:

- **No refills:** We **can't transfer prescriptions if there are no refills left.** If you're out of refills, contact your health care provider and ask them to send a new prescription to CVS Caremark Mail Service Pharmacy on or after January 1, 2023.
- **Controlled drugs:** We **can't transfer prescriptions for controlled drugs,** such as pain medications or ADHD medications. Ask your health care provider to send a new prescription to the CVS Caremark Mail Service Pharmacy on or after January 1, 2023.

Thank you again for being a member of Blue Cross Blue Shield of Massachusetts. If you have any questions or need help, please call the **CVS Customer Care team at 1-877-817-0493 (TTY: 711), 24 hours a day, seven days a week.**

Sincerely,

Mary Beth Erwin, MPH, RPh  
Chief Pharmacy Officer and Vice President

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**ATTENTION:** If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

Spanish/Español: **ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

Portuguese/Português: **ATENÇÃO:** Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).

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