

December 2022

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

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

We're making changes to your prescription medication benefits on January 1, 2023. These changes may affect one or more of your current prescriptions. We've enclosed information about the changes we're making and the steps you'll need to prepare for them. If there are any other changes that affect you, you'll receive additional information.

We're here to help if you have questions or need support.

What should you do next?

- **Review the enclosure and share** the information with your health care provider to discuss medication coverage changes.
- **Use your new ID card** when filling prescriptions. Soon you'll receive a new Blue Cross ID card that includes information you'll need to share with your pharmacy when you fill prescriptions starting on or after January 1, 2023.

Questions? We're here to help

For answers to frequently asked questions and a list of covered medications for 2023, go to bcbsma.info/pharmacyupdate. Or, you can call Blue Cross Member Service at **1-888-494-8333 (TTY: 711) seven days a week, 8 a.m. to 8 p.m. ET.**

Thank you for being a member of Blue Cross Blue Shield of Massachusetts.

Sincerely,



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

Enclosure

continued

CaremarkPCS Health, LLC ("CVS Caremark") is an independent company that has been contracted to administer pharmacy benefits and provide certain pharmacy services for Blue Cross Blue Shield of Massachusetts. CVS Caremark is part of the CVS Health family of companies. Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association.

Where you fill your specialty medication is changing

WHAT'S CHANGING: As of January 1, 2023, the pharmacy where you fill your prescription for the specialty medication listed below will change. The Express Scripts Pharmacy® (mail order) will no longer be a covered pharmacy for this prescription. You'll need to switch to the specialty pharmacy of your choice.

Specialty medication name

<<DRUG_LBL_NM>>



WHAT HAPPENS NEXT?

- Choose one of the in-network specialty pharmacies listed below.
- Contact the pharmacy. They will work with your health care provider to get a new prescription. Or, ask your health care provider to write a new prescription and send it to the specialty pharmacy of your choosing.

In-network specialty pharmacies

The pharmacies below offer specialized support and are available to mail prescriptions to your home or location of choice.

AcariaHealth
1-866-892-1202
acariahealth.com

Accredo
1-877-988-0058
accredo.com

CVS Specialty
1-866-846-3096
cvsspecialty.com



EXPLANATION: Why do I have to change my mail order pharmacy?

Your new mail order pharmacy—CVS Caremark Mail Service Pharmacy—can't fill your prescriptions for specialty medications. You can fill your specialty medication through one of the in-network specialty pharmacies listed above.

NEED HELP?

For help transferring your prescription, call the CVS Specialty team at 1-866-846-3096, Monday–Friday, 8:00 a.m. to 6:00 p.m. ET. Or, call one of the other in-network specialty pharmacies.

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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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