

Pharmacy Members Have a New Mail Order Pharmacy as of August 1

Blue Cross and Blue Shield of Texas (BCBSTX) has chosen a new mail order service provider through our pharmacy benefit manager (PBM), Prime Therapeutics LLC (Prime).

As of August 1, 2021, BCBSTX members, whose pharmacy benefits are administrated through Prime, now have Express Scripts® Pharmacy for mail order services. (Based on the member's benefit plan, other in-network pharmacies may be available.) This vendor change applies for BCBSTX commercial group and retail plan members.

Please note: Your Medicare Part D or Medicare Prescription Drug Plan members will have Express Scripts® Pharmacy as an additional vendor starting August 1, 2021. Members may ask you to move their prescription(s) to this new pharmacy service at that time.

Mail Order Services

Some of your patients will have a new mail order pharmacy, Express Scripts Pharmacy. Mail order service provides a convenient way for your patients to get up to a 90-day supply of a maintenance (or long-term) medicine by mail.

- **There is no urgent action you need to take.** If your patients have existing mail order prescriptions, the prescriptions may have been sent to Express Scripts Pharmacy on August 1, 2021.
- After August 1, some of your patients may ask you to send a new prescription to Express Scripts Pharmacy. These patients may be new to mail order or did not have their prescriptions move and wish to keep using a mail order service. Some prescriptions that will not transfer are controlled substances, medicines regulated by a REMS (Risk Evaluation and Mitigation Strategy) program, expired prescriptions or prescriptions with no refills left after August 1, 2021.
- When renewing your patients' current maintenance prescriptions or when writing new prescriptions for mail order, you can send them to Express Scripts Pharmacy:
 - *Electronically* – Use your EMR system to e-prescribe to: Express Scripts Home Delivery. For questions on e-prescribing, call **1-800-211-1456**, option 5.
 - *By Fax* – Call **1-888-327-9791** for faxing instructions. (Faxes can only be received from a doctor's office.)
 - *By Phone* – Call the pharmacy at **1-833-715-0942** for commercial group and retail plan members, **1-833-599-0729** for Medicare Part D plan members **or** **1-833-715-0944** for Medicare Prescription Drug Plan members.

About Express Scripts® Pharmacy

- With a thorough validation process, the pharmacy has a 99.99% dispensing accuracy and more than 30 years of prescription home delivery experience.
- Pharmacists leverage their clinical knowledge and experiences to review for possible drug therapy issues and address adherence gaps.
- There are many locations across the US, allowing for fast processing and dispensing with no added cost for standard delivery.
- Support staff are on hand 24/7 to help with any medicine questions or concerns.
- Members can use digital tools to refill prescriptions, track orders, set reminders to take medicine(s) and more.
- Visit [Express Scripts Pharmacy](#) for more information.

Pharmacy Members Have a New Mail Order Pharmacy as of August 1 (cont.)

Please take this opportunity to update any pharmacy information that may be stored in your patients' records. Also, if your patient had a current benefit prior authorization approval on file, it will follow the standard BCBSTX process for renewals.

Members can call us at the number listed on their BCBSTX Member ID card if they have any questions. If you have any questions, need further help or need to check a patient's coverage, please call us at the number on your patient's ID card.

Express Scripts® Pharmacy is a pharmacy that is contracted to provide mail pharmacy services to members of Blue Cross and Blue Shield of Texas (BCBSTX). The relationship between Express Scripts® Pharmacy and BCBSTX is that of independent contractors. Express Scripts® Pharmacy is a trademark of Express Scripts Strategic Development, Inc.

Prime Therapeutics LLC is a separate pharmacy benefit management company contracted by BCBSTX to provide pharmacy benefit management and related other services. BCBSTX, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics.

Pharmacy benefits and limits are subject to the terms set forth in the member's certificate of coverage which may vary from the limits set forth above. For more complete details, including benefits, limitations and exclusions, members should refer to their certificate of coverage. Regardless of benefits, the final decision about any medication and pharmacy choice is between the member and their health care provider.