

GET TO KNOW YOUR PHARMACY BENEFITS

Learn More About Your Coverage for Prescription Medications

Your new plan starts January 1, 2023. Here are answers to some of the questions you may have, such as how to find out if your medication will be covered, what to do if you need Prior Authorization, and how to order medications through the mail service pharmacy.

Which pharmacies can I use to fill my prescriptions in person?

Your plan features a large network of retail pharmacies, including CVS Pharmacy™, Rite Aid™, and WalgreensSM pharmacies, as well as thousands of independent pharmacies. If the pharmacy you currently use doesn't participate in our network, you'll be notified by mail. To find an in-network pharmacy near you, log into MyBlue at member.bluecrossma.com/login to use our Find a Pharmacy tool.

What should I do to fill a prescription at a retail pharmacy?

Starting January 1, 2023, show the pharmacist your Blue Cross ID card whenever you fill a prescription at a retail pharmacy.

How can I access my pharmacy benefits online?

MyBlue is an online platform that provides you with instant access to all of your plan benefits—including your pharmacy benefits. There, you can manage your medications, review your pharmacy claims, and learn about pharmacy coverage.

Download the MyBlue app, create an account at bluecrossma.org, or sign in to your existing account. Then, go to **MyMedications**.

What if a medication I use is not covered by the Blue Cross Blue Shield of Massachusetts Formulary?

A formulary is a list of medications. If a medication you use is not covered by our formulary, you can talk to your doctor about switching to a covered medication or your doctor can request an exception.

What if a medication I use is excluded from the Blue Cross Blue Shield of Massachusetts Formulary?

If we've excluded a medication from our formulary, we won't cover it even if the prescribing doctor requests an exception. We exclude a product when it has a safe and effective over-the-counter equivalent or alternative that you can purchase without a prescription.

Will my specialty medication be covered?

To find out if your specialty medication is covered, use the Medication Lookup Tool at bluecrossma.org/medication.

What if a medication I use requires Prior Authorization?

Any medications that were granted Prior Authorization by your current health plan by October 31, 2022, will be covered by Blue Cross starting January 1, 2023. If your medication was granted Prior Authorization by your current health plan in November or December of 2022, your doctor will need to request a Prior Authorization from Blue Cross in January 2023 or later.

I'm in the middle of a step therapy program under my current health plan. What happens when my Blue Cross plan starts?

If you're using a medication as part of a step-therapy process under your current health plan, you'll receive a courtesy fill of it (no cost to you) in the first 90 days of your Blue Cross coverage. Once you fill that medication, we'll send you a letter about next steps.

In general, step therapy means that if a medication has lower-cost options that we cover, we require you to first try those options before we'll cover the higher-cost medication. If all lower-cost options are proven not work for the you, then we'll approve the higher-cost option for use.

I use a mail service for a prescription that will continue to have refills in 2023. What should I do to continue that service?

To continue to receive a current prescription through mail order in 2023:

1. Download the MyBlue app, or create an account at bluecrossma.org.
2. Once signed in, click **Pharmacy Benefit Manager** under **My Medications**. Then, click **View/Refill All Prescriptions** under **Prescriptions**. You can initiate a fill of any prescription that's on file.

You can also call CVS Customer Care at **1-877-817-0477 (TTY: 711)**.

What information will I need to supply when setting up my mail service pharmacy profile?

When arranging to use the mail service pharmacy, you'll be asked to provide your payment information, your mailing address (if different than your home address), and your preferences (regarding automatic refills, communication mode such as text vs. calls, and cap type such as easy-open).

What are the benefits of using the mail service pharmacy?

Maintenance medications, also known as long-term medications, are used to treat chronic or ongoing conditions. You can save 33% when you order these medications in 90-day supplies through the mail service pharmacy.¹ You can also save time by signing up for automatic refills.

To get started:

1. Download the MyBlue app, or create an account at bluecrossma.org
2. Once signed in, click **Pharmacy Benefit Manager** under **My Medications**
3. Go to **Start Rx Delivery by Mail** under **Prescriptions**

You can also call CVS Customer Care at **1-877-817-0477 (TTY: 711)**.

Can I find out before January 1, 2023, if my medications are covered by my new plan?

Yes. You can use the Medication Lookup Tool or the Medicare Medication Lookup Tool to learn about your 2023 prescription medication coverage information. Find both tools on MyBlue (bluecrossma.org/medication).

How often is the formulary updated?

Clinical experts usually review the medications we cover—the formulary—in January and July, but formulary changes can also occur at any time throughout the year. Formulary changes are designed to ensure that prescription medications are both clinically effective and cost effective. Updates can include which prescription medications are covered, tiers, dosing requirements, and Step Therapy. You and your health care provider will be notified in advance about any planned formulary changes.

Questions?

If you have any questions, call Team Blue at **1-800-588-5507**.



MASSACHUSETTS

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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).

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).