

Frequently Asked Questions

Pharmacy Benefit Manager (PBM) Transition

Blue KC Locally Administered Clients

Overview

Beginning January 1, 2020, the pharmacy benefits for Blue Cross and Blue Shield of Kansas City (Blue KC) will be administered by a new pharmacy benefit manager (PBM), OptumRx.

General Questions

Q: Will I have access to my prescription history?

Yes, up to two years of your prescription claims history will be available. On or after January 1, 2020, log into MyBlueKC.com, click Plan Benefits then Pharmacy Plan Info and then View Your Pharmacy Benefits.

Q: What if I have other questions?

If you have questions about this information, or your pharmacy coverage in general, please call Blue KC Customer Service at the number listed on your member ID card, Monday through Friday, from 8 a.m. to 8 p.m. Central Time.

Home Delivery Program

Q: How does the home delivery program work?

Our home delivery program is a convenient, cost-effective and safe option for getting medications you take regularly.

- Medications are delivered directly to your door, which means fewer trips to the pharmacy
- You receive up to a 102-day supply, which may save you money on copays
- Pharmacists are available by phone 24 hours a day, 7 days a week to answer questions
- You can set up automatic text reminders to help you remember when to take your medication and refill your prescriptions
- You can enroll in a program which automatically refills and delivers your eligible maintenance medications to you



Q: I've previously received prescription medications through home delivery with Express Scripts. What do I need to know about changes in 2020?

Beginning January 1, 2020, Blue KC is partnering with OptumRx to provide all your pharmacy benefits, including our new home delivery program.

Anyone who previously used Express Scripts for home delivery of prescription medications will receive a letter with detailed transition instructions.

In January 2020, you'll also receive a letter with information about what prescriptions have transferred over to the new home delivery program. Follow-up phone calls will then be made to help address any additional questions.

To help prepare for the transition, we recommend that you speak with your doctor and ensure you have enough medication on hand to last you until February 1, 2020. Most home delivery prescriptions with remaining refills will automatically transfer. However, prescriptions for certain medications will not. Examples include controlled substances and prescriptions that have expired. In these cases, you'll need a new prescription from your doctor.

On or after January 1, 2020, you can easily set up your home delivery by calling 1-844-579-7774 or by logging into MyBlueKC.com, clicking Plan Benefits then Pharmacy Plan Info and then View Your Pharmacy Benefits. You'll need to provide shipping and payment preferences before you can receive your first shipment through our new home delivery program.

Q: How do I check my prescription status?

On or after January 1, 2020, you can track your home delivery order status online by logging into MyBlueKC.com, clicking Plan Benefits then Pharmacy Plan Info and then View Your Pharmacy Benefits.

Q: I don't get my prescription medications through home delivery, but I am interested. How do I register for the home delivery program?

On or after January 1, 2020 there are three ways to register with our new home delivery program:

- Your doctor can send in an electronic prescription.
- You can log into MyBlueKC.com, click Plan Benefits then Pharmacy Plan Info and then View Your Pharmacy Benefits.
- You can call 1-844-579-7774



Q: Will the personal and payment information I've given to Express Scripts transfer to the new home delivery program?

To keep personal information safe, payment information that you have on file with Express Scripts will not transfer to our new home delivery program. You'll need to provide shipping and payment preferences before you can receive your first shipment through our new home delivery program.

Q: What forms of payment are accepted for home delivery?

Credit cards are preferred to allow for variations in the prices of drugs and are required when placing an order through the home delivery program. For your convenience, your credit card number will be maintained on a secured site for future orders. Other forms of payment, such as checks or money orders, can be arranged.

Specialty Pharmacy

Q: What is a specialty medication?

Specialty medications treat chronic conditions such as cancer, multiple sclerosis and rheumatoid arthritis. They can be an injectable, oral or inhaled medication with one or more of the following characteristics:

- May require ongoing clinical oversight and additional education for best management.
- May have unique storage or shipping requirements.
- May not be available at retail pharmacies.

Q: I've previously received my specialty medication from Accredo. What do I need to know about changes in 2020?

Beginning January 1, 2020, the Blue KC Pharmacy team will start partnering with Optum Specialty Pharmacy to provide specialty pharmacy services.

Anyone who previously used specialty pharmacy services with Accredo will receive a letter and follow-up phone call with detailed transition instructions.

On or after January 1, 2020 you can also:

- Call **1-855-427-4682** to enroll.
- Register online by logging into MyBlueKC.com, clicking Plan Benefits then Pharmacy Plan Info and then View Your Pharmacy Benefits. A representative will contact your doctor and take care of everything else.



Q: What kind of support services can the specialty pharmacy provide?

If you take a specialty medication, our specialty pharmacy can offer extra support to help you manage your condition. Take advantage of personalized patient care from knowledgeable pharmacists and nurses who specialize in your condition—at no additional cost to you. In addition, you'll receive:

- 24/7 access to pharmacists
- Support through clinical and adherence programs
- Any medication-related supplies at no additional cost
- Proactive refill reminders
- Timely delivery and shipping in confidential packaging

Formulary

Q: What is a formulary?

A formulary (also known as a Prescription Drug List or PDL) is a list of the most commonly prescribed medications covered by your plan. The list includes both brand-name and generic prescription medications approved by the Food and Drug Administration (FDA). Medications are listed by common categories or classes and placed in tiers that represent the cost you pay out of pocket. This makes it easier for you and your doctor to find other options to help you save money.

Q: Will the formulary change as a result of this transition to a new PBM?

The Blue KC formulary will not change beyond the traditional updates that routinely occur twice a year. Any member currently taking a drug that will be affected by any scheduled formulary changes taking effect on January 1, 2020, will be sent a letter in early November describing the change and any actions needed.

Q: What does it mean if a prescription drug I'm taking change tiers?

When a medication changes tiers, you may pay more or less for that medication, depending on the tier change. If one of your medications changes to a higher tier, talk with your doctor to decide if a lower-cost option may be available.

Q: What does it mean if a prescription drug I'm taking requires step therapy?

Some medications have lower-cost equivalents available. Step therapy is a process that requires you to first try more cost-effective medications before "stepping up" to medications that cost more. This process ensures you get the safest, most effective and reasonably priced medication available.



Q: What does it mean if a prescription drug I'm taking requires prior authorization?

Prior authorization (PA) means you must get approval before your plan will cover your medication. PA is used to make sure the medication you're taking is appropriate and effective for your condition. To start the prior authorization process, your doctor can access BlueKC.com. Your doctor will need to provide more information about why you are taking a medication.

Q: In the past, I've had to obtain prior authorization to get my medication through Express Scripts and/or Accredo. Do I need to go through that process again?

Most unexpired prescriptions that have previously received prior authorization will transfer to our new home delivery and specialty pharmacy programs. To help prepare for the transition, we recommend that you have a one-month supply of your current medications available.

Pharmacy Network

Q: What's changing with pharmacy networks in 2020?

We'll continue to offer the same great access to fill prescriptions at thousands of retail pharmacies and many national drug stores, supermarkets and large retailers. When you fill a prescription through a participating pharmacy, show the pharmacy your most current ID card so they can submit a claim for coverage by your pharmacy benefit plan.

Q: What happens if a pharmacy I'm using to obtain a prescription is no longer in my pharmacy network beginning in 2020?

Anyone who will be impacted by network changes in 2020 will receive a letter with detailed transition instructions and alternative pharmacy options.

On or after January 1, 2020, you can also log in to MyBlueKC.com to find a network pharmacy near you, or you can call Blue KC Customer Service at the number listed on your member ID card, Monday through Friday, from 8 a.m. to 8 p.m. Central Time.

