

NEW!



PHARMACY BENEFIT MANAGER: OPTUM®

The Blue KC pharmacy benefit manager (PBM) is changing from Express Scripts to Optum Rx beginning **JANUARY 1, 2020**.

What do **YOU** need to know?



ID Cards

Members will receive a new ID card in December to replace their current one. The new card will have updated pharmacy information and members will be directed to show their new card at the pharmacy beginning January 1. Members can also get a digital version of their ID card by logging into their member portal at MyBlueKC.com.



Specialty Pharmacy

Specialty pharmacy services will be provided by Optum Specialty Pharmacy. Members who use a specialty drug purchased through Accredo will receive a letter from Blue KC in November with detailed transition information.



Home Delivery Program

Home delivery will be provided by Blue KC's new PBM. Most existing home delivery prescriptions will automatically transfer to the new home delivery pharmacy. Certain controlled substances and prescriptions that have expired will require a new prescription from a doctor. All members impacted by this change will receive a letter from Blue KC in December with detailed transition information.



Network Changes

A small number of members may need to find alternative pharmacies based on network changes. Any member impacted by a network change will receive a letter from Blue KC in December with detailed transition information.



Formulary Changes

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

Frequently Asked Questions

Q: Will I have access to my prescription history?

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

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

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?

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

Q: What if I have other questions?

A: 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.



Kansas City

Blue KC will be communicating directly to any member that is impacted by this change in pharmacy manager. For additional FAQs, **go to** <https://bit.ly/2k7fj80>.