



BlueCross BlueShield of Texas

P.O. Box 7344
Chicago, IL 60680-7344

***A message from
your health plan***

June 2021

Dear BISSD Member,

Your mail order pharmacy is changing on August 1, 2021.

Starting August 1, 2021, the maintenance (or long-term) medicine(s) covered under your health plan will be supplied by a new mail order pharmacy, **Express Scripts® Pharmacy**. * AllianceRx Walgreens Prime has been supplying these for you.

What this means to you

On August 1, 2021 your prescription(s) with refills left at AllianceRx Walgreens Prime will be moved to Express Scripts® Pharmacy for you.

Some prescriptions will **not** be moved. These can include:

- Controlled substances
- Medicines regulated by a REMS (Risk Evaluation and Mitigation Strategy) program
- Prescriptions that are expired
- Prescriptions that have no refills left after August 1, 2021

In these cases, ask your doctor to send new prescriptions to Express Scripts® Pharmacy after August 1, 2021.

What you need to do

On or after August 1, 2021:

1. Set up your Express Scripts® Pharmacy digital account using your member ID by going to **esrx.com/BCBSTX** or by calling **833-715-0942**. Once registered, you can send your first order.
2. Let your doctor know that after August 1, 2021 they should send new mail order prescriptions to Express Scripts® Pharmacy.

To protect your privacy, certain profile preferences will not move over with your prescriptions. These are payment info (ex. credit/debit card), alert notifications and other profile settings. You will need to set these up on your Express Scripts® Pharmacy digital account.

If you need a refill close to August 1, 2021, please talk to AllianceRx Walgreens Prime. Be sure to get your refill before August 1, 2021 to get your medicine(s) on time.

Express Scripts® Pharmacy is a fully licensed and accredited pharmacy providing mail order (home delivery) and support to help treat long-term conditions. You can:

- Get your medicines safely, on time and with free shipping
- Use a mobile app for quick access to refill requests and more
- Talk to a team of pharmacists and support staff 24/7 with any questions

You can visit esrx.com/BCBSTX for more info about Express Scripts® Pharmacy and what to expect. Or, you can call the Express Scripts® Patient Care Contact Center at 833-715-0942.

Sincerely,

Blue Cross and Blue Shield of Texas