

# Frequently Asked Questions

October 27, 2021

## Sutter Health Plus Transitions to New Pharmacy Benefit Manager

*Pending Regulatory Approval*

### Background

Effective January 1, 2022, Sutter Health Plus is changing its pharmacy benefit manager (PBM) to CVS Caremark<sup>®</sup> from Express Scripts<sup>®</sup>. CVS Caremark will manage the pharmacy benefits for our members, including retail, mail order and specialty prescription drugs, claims processing, and prior authorization requests for drugs.

Our decision to re-evaluate our PBM partnership is not a reflection of the service Express Scripts, our current PBM, provides. It is standard business practice to assess operations of our plan partners to ensure that we are providing high-quality coverage and service at the most affordable price to our members. Sutter Health Plus, Express Scripts and CVS Caremark are working together to make sure the transition is successful and seamless for members.

### FAQs

#### ***Why are we changing PBMs?***

It is standard business practice to assess operations of our partners to ensure that we are providing high-quality coverage and service at the most affordable price to our members. After evaluating all proposals, we were impressed with what CVS Caremark offers.

#### ***Who is CVS Caremark?***

CVS Caremark is one of the largest PBM in the United States and serves over 105 million members across all 50 states, Puerto Rico, and the Virgin Islands. CVS Caremark will collaborate with Sutter Health Plus to make sure our members get the right prescription drug at the right time.

#### ***How are we notifying our members about the transition from Express Scripts to CVS Caremark?***

We are mailing all active subscribers a letter about the transition in late October 2021. The letter gives members information about the change, including how to find retail pharmacy locations, the new mail order and specialty pharmacy vendors, Sutter Health Plus formulary, and member identification (ID) cards.

#### ***How are we notifying brokers and employers about the transition?***

We are mailing brokers and employers a letter about the transition. The letter gives brokers and employers a very high-level overview about the change and lets them know we are notifying our subscribers.

***Why do the member, broker, employer, and provider PBM transition communications state “Pending Regulatory Approval”?***

By adding “*Pending Regulatory Approval*” to these documents, the Department of Managed Health Care (DMHC) allows us to send letters to members, brokers, employers, and providers while the DMHC completes its review of the PBM transition. This also allows us to provide timely notice about the PBM transition to our members, brokers, employers, and providers.

***Are we transferring members’ prescription history to CVS Caremark?***

Yes. Sutter Health Plus is working with Express Scripts to transfer members’ prescription history, including claims information and any active prior authorizations to CVS Caremark. This will allow members to continue with their current prescriptions with minimal disruption.

***How do members find a CVS Caremark participating retail pharmacy?***

CVS Caremark retail pharmacy network includes most major pharmacy retail chains and independent pharmacies, including CVS, Rite Aid, Walgreens, Bel Air, Raley’s, and Safeway.

Beginning mid-November Sutter Health Plus, members and prospective members’ will have access to a CVS Caremark guest website through the Sutter Health Plus Pharmacy page at [sutterhealthplus.org/pharmacy](http://sutterhealthplus.org/pharmacy). Members can view sample pharmacy benefits for some of our most popular plans, use *Find a Pharmacy* to confirm their retail pharmacy is still available or find a network pharmacy near them, and view the Sutter Health Plus Formulary.

***Who is the mail order pharmacy for CVS Caremark?***

CVS Caremark Mail Service Pharmacy is the mail order pharmacy for CVS Caremark.

***Are we transferring mail order prescriptions from Express Scripts Pharmacy<sup>SM</sup>?***

Yes, Express Scripts Pharmacy is transferring active and refillable prescriptions to CVS Caremark Mail Service Pharmacy. CVS Caremark Mail Service Pharmacy sends mail order prescriptions via standard shipping at no cost to members. Members can request express shipping for an additional charge.

***What is the delivery turnaround time for mail order prescriptions?***

On average, CVS Caremark Mail Service Pharmacy processes and mails drugs within two to four days after they receive the initial prescription.

***Who is the specialty pharmacy for CVS Caremark?***

CVS Specialty<sup>®</sup> is the CVS Caremark specialty pharmacy. We are working with Express Scripts and Accredo<sup>®</sup> to transfer active specialty drug prescriptions to CVS Specialty.

***Do members have to do anything to receive mail order and specialty refills?***

While we are transferring active and refillable mail order and specialty prescription drugs to CVS Caremark, CVS Caremark will not mail members’ refills automatically. Members must call CVS Caremark Customer Care at 1-844-740-0635 or go to [caremark.com](http://caremark.com) (registration required), on or after January 1, 2022, to provide billing information, including payment preferences.

***What happens if members run out of their mail order and specialty drugs before they can contact CVS Caremark on January 1?***

To ensure members do not run out of their prescription drugs during the transition, Sutter Health Plus and Express Scripts are allowing early refills of mail order and specialty prescriptions. If members have refills due at the end of December, they can order refills in mid-December by calling Express Scripts Pharmacy for mail order and Accredo for specialty.

***How do members reach CVS Caremark Mail Service Pharmacy and CVS Specialty?***

The telephone number for CVS Caremark Mail Service Pharmacy is 1-844-740-0635.  
The telephone number for CVS Specialty is 1-844-740-0635.

***Are we mailing new ID cards?***

Yes. We are mailing new member ID cards in early December. The cards will include new PBM information, including Rx Group, Rx BIN and Rx PCN, which the pharmacy needs to process prescriptions and submit claims to CVS Caremark.

***What if a member needs to fill a prescription after January 1, 2022, and has not received a new ID card yet?***

Members can give their pharmacy their member ID number and new Rx Group, BIN and PCN for CVS Caremark. Our members' ID numbers are not changing, so members can find their member ID number on their old card or member portal account.

***What is the Rx Group, Rx BIN and Rx PCN for CVS Caremark?***

There are four separate Rx Group numbers based on the type of group plan the member has.

1. Individual and Family Plans use Rx Group number Rx21CK.
2. Small Group Direct plans use Rx Group number Rx21CQ.
3. Cal Choice plans use Rx Group number Rx21CR.
4. Large Group plans use Rx Group number Rx21CS.

For all Rx Group numbers, the Rx BIN and Rx PCN are the same. The Rx BIN is 004336 and Rx PCN is ADV.

***Is the prescription drug formulary changing and are prescription costs changing?***

The drug formulary still includes all generic drugs and many preferred brands and uses the same four-tier design you have now.

Because of the PBM change, some drugs are changing tiers and will have new prior authorization (PA) requirements. The drugs moving from Tier 1 or Tier 2 to a higher tier will result in higher copays. New PA requirements typically do not result in changes to copayments unless the particular drug is also changing tiers.

In December, we are sending letters to members whose cost share or PA requirements for drugs they are currently taking are changing. The letter will let members know what to do to make sure they do not experience interruption in receiving their prescriptions.

***How can members find out if their prescription drug is covered?***

Beginning mid-November, members can access a CVS Caremark guest website through the Sutter Health Plus Pharmacy page at [sutterhealthplus.org/pharmacy](http://sutterhealthplus.org/pharmacy) to see if their drug is covered. Members can also search for preferred drug choices and drug restrictions.

***Does CVS Caremark have a member website?***

CVS Caremark has a very robust member portal. In early January 2022, members will be able to create an individual account on the CVS Caremark member portal at [caremark.com](http://caremark.com). This account gives them access to many tools to help them understand the formulary and cost share options.

CVS Caremark offers the following services to Sutter Health Plus members:

- View order and drug history
- Order refills online
- Automatic refill reminders for all of prescriptions (retail, mail order, specialty)
- Set communication preferences, for example email or text
- Check order status and track shipments
- Delivery of drugs within the United States, Monday through Friday, at no additional charge with most supplies provided, e.g., needles and syringes
- Safety checks to help prevent interactions with other drugs and products
- Access to specialty-trained pharmacists and nurses 24 hours a day, 7 days a week
- View claims information

***What is the telephone number for CVS Caremark?***

CVS Caremark has one telephone number for retail, mail order and specialty. CVS Caremark Customer Care is available to start answering member questions on October 26, 2021, at 1-844-740-0635. Their Customer Care is available 24 hours a day, 7 days a week, including holidays.