

Regence BlueShield Specialty and Mail Order Pharmacy Change Effective April 1, 2021

Effective April 1, 2021, Regence BlueShield will be transitioning their Mail order and Specialty Pharmacy partner from Alliance RX Walgreens Prime (ARxWP) to:

- **Express Scripts for (mail order) home delivery**
- **Accredo for (specialty pharmacy)**

How will Regence BlueShield Members be impacted by This Change?

This change **will not** impact which medications are covered by the insurance plan, or member co-pays.

For members with a mail order or specialty prescription, Regence sent letters February 27, with detailed transition instructions so impacted members can prepare for the transition. Prescriptions with remaining refills will automatically be transferred to the new mail/specialty providers on April 1. Some of the impacts are as follows:

- **Auto-Refill Program:** Members enrolled in an auto-refill program with AllianceRx Walgreens Prime will need to register with Express Scripts Mail Order Pharmacy
- **Payment Information:** Credit card information will not transfer; members will need to provide Express Scripts and Accredo with their payment information at the time of registration
- **Shipping Address:** Members will need to provide a shipping address prior to shipment of their order(s)
- **Non-transferable Prescriptions:** Members will need to submit new prescriptions for controlled substances, expired prescriptions or prescriptions that have no refills.

All Regence members will be sent new medical I.D. cards with updated pharmacy information on the back by April 1, 2021.

Save Money on Your Prescriptions by Switching to Mail Order

Employees and their eligible dependents enrolled on the Regence PPO plan can save money on their maintenance prescriptions by using the mail order pharmacy program. Members pay two co-pays for a three-month supply of their medication.

Questions?

- If you have questions about the transition of a current mail order prescription or want to begin to use the mail order option to save money on your prescriptions, contact Express Scripts at (833) 599-0451 or visit their website www.esrx.com/regence.
- If you have questions about the transition of your current specialty pharmacy prescription contact Accredo at (833)-599-0514 or visit their website www.accredo.com/regencespecialtyselect.
- If you don't receive your new medical I.D. card by April 1, you can visit the Regence BlueShield website at www.regence.com to login to your account, print a temporary copy, and order another card.
- If you need any additional assistance, you can contact Regence BlueShield customer service at (855)877-0047 or the Benefits Office at benefits@cityoftacoma.org or (253)573-2345.