



P.O. Box 7408
Boise, ID 83707-1408

PBM

Name
Address
Address
City, State Zip

May 25, 2020

Dear [Member Name],

Starting July 1, 2020, Blue Cross of Idaho is changing our pharmacy benefits manager (PBM) from CVS Caremark to Blue Cross of Idaho Rx. You will be getting a new member ID card in June, though there is no change to your prescription drug benefits. Blue Cross of Idaho's in-network pharmacies will stay the same, as will the list of drugs covered under your plan. **This change is not related to the coronavirus pandemic.**

Here's what you need to know about this change:

- Please use the new card starting July 1; **use your current card until then**
- Your current prescriptions will transfer automatically, as will any prior authorizations
- If you have mail order prescriptions or specialty pharmacy (now delivered by CVS Caremark), you will start getting them from our new PBM and pharmacy partner, IngenioRx. You will need to update your mail order/specialty account **starting July 1**:
 - Log in to ***members.bcidaho.com*** and select ***Pharmacy***
 - Select ***Manage My Drugs*** and then the ***Profile*** icon
 - Provide payment information and verify your address under ***Account Details***
- You will still have access to customer service 24 hours a day, seven days a week by calling the Blue Cross of Idaho Rx number on the back of your member ID card
- You will still have access to our nationwide pharmacy network

If you need help finding an in-network pharmacy, log in to your member account at ***members.bcidaho.com***, or call the Blue Cross of Idaho Customer Service Department at the number on the back of your member ID card.

Sincerely,
Blue Cross of Idaho