

Employer Insight Plus

October 2, 2018

Dear Valued Employer,

Effective January 1, 2019, Sutter Health Plus is changing its pharmacy benefit manager (PBM) to Express Scripts® from MedImpact. Express Scripts will manage the pharmacy benefits for our members, including retail, mail order and specialty prescription drugs, claims processing, and prior authorization requests for drugs.

Express Scripts is collaborating with Sutter Health Plus to make sure our members get the right prescription drugs at the right time. We are confident that Express Scripts will provide high-quality coverage and service while helping manage prescription drug costs.

We will mail all active subscribers a letter about the PBM change on October 5. The letters will provide details about the transition, including new mail order and specialty pharmacy vendors, basic information regarding the Sutter Health Plus Formulary and contact information for Express Scripts.

Sutter Health Plus is transferring active and refillable retail, mail order and specialty prescriptions to Express Scripts so members can continue to receive their drugs with minimal disruption.

In the coming weeks, we will update our website, including our portals and the [Pharmacy Page](#), with detailed information about this transition. Additionally, please see the following Frequently Asked Questions and answers about this transition.

Who is Express Scripts?

Express Scripts is the largest PBM in the United States and serves 83 million members nationwide and 2.9 million in California. Express Scripts 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 MedImpact to Express Scripts?

We are mailing all active subscribers a letter about the transition in early October. 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.

Are we transferring members' prescription history to Express Scripts?

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

How do members find an Express Scripts participating retail pharmacy?

Express Scripts retail pharmacy network includes most major pharmacy retail chains and independent pharmacies, including CVS, Rite Aid, Walgreens, Bel Air, Raley's, and Safeway. Beginning later this month, Sutter Health Plus will update the Pharmacy page on its website with information about the transition, including a link for members and prospective members access to a guest website. Here 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 Express Scripts?

Express Scripts PharmacySM is the mail order pharmacy for Express Scripts.

Are we transferring mail order prescriptions from Postal Prescription Services (PPS)?

Yes, MedImpact and PPS are transferring active and refillable prescriptions to Express Scripts Pharmacy. Express Scripts 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?

For new prescriptions, Express Scripts processes and mails drugs about eight days after they receive the initial prescription.

Once a prescription is set up through mail order, they usually process and mail orders within 48 hours.

Who is the specialty pharmacy for Express Scripts?

Accredo[®] is Express Scripts specialty pharmacy. We are working with MedImpact and AllianceRx Walgreens Prime to transfer active specialty drug prescriptions to Accredo.

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 Express Scripts, Express Scripts will not mail members' refills automatically. Members must call Express Scripts Customer Service at 1-877-787-8661 or go to express-scripts.com (registration required), on or after January 1, 2019, to provide billing information, including payment preferences.

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

To ensure members do not run out of their prescription drugs during the transition, Sutter Health Plus and MedImpact 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 PPS for mail order and AllianceRx Walgreens Prime for specialty.

How do members reach PPS and AllianceRx Walgreens Prime?

The telephone number for PPS is 1-800-552-6694.

The telephone number for AllianceRx Walgreens Prime is 1-888-955-2695.

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 Express Scripts.

What if a member needs to fill a prescription after January 1, 2019, 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 Express Scripts. 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 Express Scripts

The Rx Group is SHP8668, Rx BIN is 003858 and Rx PCN is A4.

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 requirements. The drugs moving from Tier 1 or Tier 2 to a higher tier will result in higher copays. New prior authorization requirements typically do not result in changes to copayments unless the particular drug is also changing tiers.

In November, we are sending letters to members whose cost share or authorization 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?

In early October, members can access a guest website to see how their drug is covered. Members can also search for preferred drug choices and drug restrictions.

Does Express Scripts have a member website?

Express Scripts has a very robust member portal. In early January 2019, members will be able to create an individual account on the Express Scripts member portal at [express-scripts.com](https://www.express-scripts.com). This account gives them access to many tools to help them understand the formulary and cost share options.

Express Scripts 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 shipment
- 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 Express Scripts?

Express Scripts has one telephone number for retail, mail order and specialty. Express Scripts Customer Service, available 24/7/365, can be reached at 1-877-787-8661.