



Date:

Dear Member:

Effective **October 1, 2017**, MedImpact will be your new Pharmacy Benefit Manager (PBM). As the PBM, we will administer your retail, mail order and specialty pharmacy benefits. MedImpact is dedicated to providing the same high quality of care you currently receive, while helping manage the increasing costs of prescription drugs.

How to Fill Your Prescription(s)

- **Retail**

You may obtain a 30-day supply of your medication at one of 67,000 MedImpact participating pharmacies. To locate a pharmacy near you, log-on to www.medimpact.com/members and go to the Pharmacy Locator tool, then click on the General Pharmacy Locator button. You will not be able to register and access the Pharmacy Locator tool until October 1. Remember that beginning October 1, you must present your new MedImpact ID card when you go to your pharmacy to avoid any disruptions. The pharmacist will need to update your pharmacy information on their systems.

- **Mail Order – MedImpact Direct**

If you currently receive your medications through Blue Shield's CVS Caremark mail-order pharmacy, your current and valid mail-order prescriptions will be transferred to our mail-order program called MedImpact Direct. Please note that certain types of medications cannot be transferred and require a new prescription. These include (1) compound medications, (2) controlled substances, (3) expired prescriptions and (4) prescriptions without remaining refills. Please refer to the enclosed Frequently Asked Questions for more information on filling your prescription through MedImpact Direct.

NOTE: Your first prescription refill through MedImpact Direct will not be mailed automatically. You will need to contact the MedImpact Direct Customer Service to active your account at **855.873.8739**, Monday through Friday (5:00 am to 5:00 pm) and Saturday (6:00 am to 2:00 pm) Pacific Time. Once your account is activated, future refills may be ordered by mail, phone or online. Remember that representatives will not be able to assist you if you call before October 1.

- **Specialty Pharmacy Program - MedImpact Direct Specialty**

Your new specialty pharmacy program, MedImpact Direct Specialty, is available to you effective 10/01/2017. This program supports patients with complex health conditions that are taking injectable medications or other drugs with strict compliance requirements or special storage needs.

If you are currently on a specialty medication:

1. MedImpact will contact you before October 1, to ensure a seamless transition.
2. You will receive additional information from MedImpact Direct Specialty pharmacy via mail.

Please contact our Direct Specialty Pharmacy with questions/concerns at **877.391.1103** on or after October 1. Representatives will not be able to assist you if you call before October 1.

Prescription Drug Copayments

Under your new pharmacy program, your copayments will be based on the same three-tier formulary structure currently in place with no changes to your current copayment amounts. The three tiers are:

- Tier 1 – Generic Medications are covered at the lowest tier cost share level
- Tier 2 – Preferred brand name medications are covered at the second lowest tier cost share level
- Tier 3 - Non-Preferred brand name medications are covered at the third tier cost share level

MedImpact offers a number of online tools to help you understand and make informed choices regarding your formulary and copay options. Beginning 10/01/2017, you can visit our website at www.medimpact.com/members and register. Follow the registration prompts to gain access to the drug price check tool, benefit highlights and to locate a pharmacy near you. (You'll need your MedImpact ID card to register.)

Important Items to Remember

In your Welcome packet, you will find two (2) new MedImpact pharmacy ID cards. Please review for accuracy. You may print additional ID cards if you log into our website at www.medimpact.com/members on or after October 1. **To ensure that you do not experience issues in obtaining your prescriptions, please present your new MedImpact ID card to your pharmacy beginning October 1, so they can update their system.**

NOTE: Please make sure to open all correspondence that you receive from MedImpact in the coming weeks. MedImpact will contact members by mail if you are identified as having a prior authorization on file with Blue Shield or are currently using a Specialty medication.

For Assistance

	Phone Number	Website
MedImpact Customer Service	844.863.0356	www.medimpact.com/members
MedImpact Direct (mail-order)	855.873.8739	www.medimpactdirect.com
MedImpact Direct Specialty	877.391.1103	www.medimpactdirect.com

All MedImpact Customer Service phone numbers will not be active until October 1, 2017. Representatives will not be able to answer any questions regarding your pharmacy plan or current prescriptions if you call before October 1.