

Sept. 14, 2016
 #A16-165

For More Information: Agent Service Center
 800-267-3156

Changes to Pharmacy Networks Coming Jan. 1 for Many IU65/SG Members (Revised 12/9)

Sales Audience: Individual Under 65, Small Group

12/9 Updates in RED

Background

In August, Prime Therapeutics and Walgreens announced a new strategic alliance (A16-150). As part of our long-term plan to leverage this strategic relationship, many commercial members will move to new pharmacy networks throughout 2017. The new networks align with how we traditionally offer a variety of pharmacy options from broad to more narrow networks. This change will help control member costs.

The table below provides a high-level overview of the member volume and migration dates to the new pharmacy networks.

Segment	Effective Date	Volume (members)	CVS Impacted Volume (members)
IU65 ACA	1/1/2017	640,000	167,000
IU65 Pre-ACA	7/1/2017 and 8/1/2017	150,000	18,500
Small Group ACA	1/1/2017	67,000	12,800
Large Group	7/1/2017	Offered as non-standard option	Offered as non-standard option

Segments and products affected by pharmacy network change

- BlueOptions and BlueCare ACA plans – The new pharmacy network will feature Walgreens along with other participating pharmacies, but **excludes CVS and other CVS-owned pharmacies such as Navarro and Target***.
- BlueSelect ACA plans – The new pharmacy network will now include Walgreens along with the other participating pharmacies but will now exclude CVS-owned pharmacies
- myBlue plans – The pharmacy network will now feature Walgreens pharmacies exclusively, instead of CVS-owned* pharmacies.

IU65 Pre-ACA plans will migrate to the new network on **7/1/17 and 8/1/17**, depending on their product anniversary date.

Large groups will have the choice of new non-standard pharmacy options on **7/1/17**, including the ability to utilize more limited network pharmacies and new formulary choices. Work is underway to complete the design and we will provide an update in early 2017. We are also developing a job aid to address recent market confusion about impacts to Large Groups.

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*CVS-owned pharmacies excluded from the Walgreens anchored network: Bear Creek Pharmacy, Care Pharmacy, Care Plus CVS/Pharmacy, CarePlus, CarePlus CVS Pharmacy, Longs Drug Store, Longs Pharmacy, Navarro Discount Pharmacy, Navarro Health Services, RxAmerica, Target Pharmacy and Wellness Works Pharmacy.

An [updated job aid \(12/9\)](#) detailing the changes is available in [English](#) and [Spanish](#).

What does this change mean to members?

IU65/SG members in BlueOptions, BlueCare, BlueSelect and myBlue ACA plans will need to transfer any prescriptions they have with CVS to a participating pharmacy by January 1, 2017. Specifically:

- Members who currently use CVS for their prescriptions need to select a different pharmacy in their network starting January 1.
- Members will be able to call 888-840-3052 for help switching to Walgreens or a different pharmacy.
- Members should pay a lower price for most prescriptions at Walgreens than anywhere else starting January 1, particularly for plans with a deductible and/or coinsurance.

Additional impacts:

- **Medicare members** – Medicare Advantage plans are also changing how CVS participates in their network, although in a very different way than ACA IU65 and ACA Small Group. Starting January 1, 2017, CVS will no longer be a Preferred pharmacy for Medicare Advantage. These members can still use CVS; however they will pay more out of their pocket.
- **CliniSanitas** – Member prescriptions will be sent to Walgreens, not CVS, for dispensing.
- **Specialty drugs** – CVS/Caremark Specialty, along with Prime Specialty will continue to be used for specialty drugs (in store, home delivery or doctor's office) for any medication marked "Specialty" in the medication guide
- **Premium payments** – CVS will continue to take IU65 premium payments. Walgreens is building this capability to take premiums in the future.
- **CVS MinuteClinics** – CVS MinuteClinics remain in our provider network, however, members will have to fill their prescriptions a different pharmacy. An option for members is to use a Walgreens Healthcare Clinic, instead, so they're able to have their prescriptions filled at the same location as their care visit.
- **Mail order** isn't changing; members will continue to see cost savings.

Member communications

[Members received official notice letters about the change in October and November. We are finalizing execution of a robust and targeted member communications stream for the remainder of the year and into early January to help members through the transition.](#)

- **Targeted mailings** – We're planning a series of mailings to members with targeted messages that address the network changes by product and segment.
- **Incentives** – We're working with Walgreens to offer our members store discounts to encourage them to transfer prescriptions from CVS to Walgreens.
- **Other member touch points** – Whenever possible, we'll leverage other member touchpoints to carry the pharmacy change message, such as premium invoices, online provider directory, corporate website, and IU65 renewal communications.

Sales support

Training for internal and external sales teams will occur over the next few weeks, so you'll learn more specifics and receive tools that will enable you to help members and employers with this transition. Look for an invitation to an upcoming webinar about the pharmacy network changes. In the meantime, for more details, please see the [\(UPDATED 12/9\) attached job aid](#).

2017 Pharmacy Change Segments and Products Impacted

Drug / Service	Type of pharmacy	Changing by date in 2017					
		Product	IU65		SG		LG
			ACA	Pre	ACA	Pre	
Generic or Brand Drugs (Prescription (RX), Compounds, and OTC including items like glucose monitors and supplies like lancets and strips)	Retail Pharmacy – for up to a 30-day supply [Walk-in neighborhood locations]	BlueSelect	1/1 WAG	No Product	1/1 WAG	No Change	No Product
		myBlue	1/1 WLGN	No Product	No Product	No Product	No Product
		BlueOptions	1/1 WAG	7/1, 8/1 WAG	1/1 WAG	No Change	7/1 OPT
		BlueCare	1/1 WAG	No Product	1/1 WAG	No Change	7/1 OPT
		BlueChoice & IU65 Misc. Products	No Product	7/1 WAG	No Product	No Change	7/1 OPT
Generic or Brand Drugs	Retail Extended Pharmacy – for up to a 90-day supply [Walk-in neighborhood locations]	Same as above – All Extended Supply Network Pharmacies are displayed on the Florida Blue Online Provider Directory					
Generic or Brand Drugs	Mail-order Pharmacy – for up to a 90-day supply	<ul style="list-style-type: none"> No change for any Segment, Product or ACA/Pre-ACA plans in 2017 Continue to use PrimeMail 					
Self-administered (injectible, infused, oral or inhaled drugs, etc.)	Specialty Pharmacy for Specialty Medication	<ul style="list-style-type: none"> No change for any Segment, Product or ACA/Pre-ACA plans in 2017 Continue to call Caremark Specialty Pharmacy OR Prime Specialty Pharmacy for specialty drugs Note: drugs from Caremark can still be picked up at CVS 					
Medically necessary supplies (oxygen equipment, wheelchairs, insulin pumps/ supplies, etc.)	Medical supplies and equipment	<ul style="list-style-type: none"> No change for any Segment, Product or ACA/Pre-ACA plans in 2017 Continue to call CareCentrix for medical supplies and equipment 					
Provider administer injectibles Certain specialty drugs may also be ordered and administered in a doctor's office	Doctor's office (see provider-administered list). For most Florida Blue plans these drugs are covered under a medical visit.	<ul style="list-style-type: none"> No change for any Segment, Product or ACA/Pre-ACA plans in 2017 Continue to call their doctor's office for these drug types 					

WAG = Walgreens plus all current network pharmacies, no CVS-owned pharmacies*

WLGN = ONLY Walgreens

OPT = Optional Non-standard Benefit

*The following pharmacies owned by CVS will no longer be in-network: Bear Creek Pharmacy, Care Pharmacy, Care Plus CVS/Pharmacy, CarePlus, CarePlus CVS Pharmacy, Longs Drug Store, Longs Pharmacy, Navarro Discount Pharmacy, Navarro Health Services, RxAmerica, Target Pharmacy and Wellness Works Pharmacy.

Changing in 2017

Product	IU65		SG		LG
	ACA	Pre	ACA	Pre	
	Plan numbers have 4 digits and start with 14, 15, 16 or 17	Plan numbers up to 3 digits	Plan numbers have 5 digits and start with 14, 15, 16 or 17	Plan numbers up to 5 digits	
BlueSelect	1/1 WAG	No Product	1/1 WAG	No Change	No Product
BlueSelect Hosp Surgical Plus	1/1 WAG	No Product	No Product	No Change	No Product
BlueSelect with Dental and Vision	1/1 WAG	No Product	1/1 WAG	No Product	No Product
BlueSelect with Vision	1/1 WAG	No Product	1/1 WAG	No Product	No Product
myBlue	1/1 WLGN	No Product	No Product	No Product	No Product
myBlue with Dental and Vision	1/1 WLGN	No Product	No Product	No Product	No Product
myBlue with Vision	1/1 WLGN	No Product	No Product	No Product	No Product
BlueOptions	1/1 WAG	7/1, 8/1 WAG (see page 3)	1/1 WAG	No Change	7/1 Non Standard Option
BlueOptions Health & Dental	No Product	7/1 WAG	1/1 WAG	No Product	No Product
BlueOptions Hosp Surgical	No Product	8/1 WAG	No Product	No Change	No Product
BlueOptions Hosp Surgical Plus	No Product	8/1 WAG	No Product	No Change	No Product
BlueOptions with Dental and Vision	1/1 WAG	No Product	1/1 WAG	No Product	No Product
BlueOptions with Vision	1/1 WAG	No Product	1/1 WAG	No Product	No Product
BlueCare (HMO)	1/1 WAG	No Product	1/1 WAG	No Change	7/1 Non Standard Option
BlueCare HMO with Dental and Vision	1/1 WAG	No Product	1/1 WAG	No Product	No Product
BlueCare HMO with Vision	1/1 WAG	No Product	1/1 WAG	No Product	No Product
BlueChoice	No Product	7/1 WAG	No Product	No Change	7/1 Non Standard Option
Miami-Dade Blue	No Product	No Product	No Product	No Change	No Product
Temporary Insurance Protection	No Product	7/1 WAG	No Product	No Product	No Product

IU 65 Pre-ACA Plans

Changing 7/1/17			Changing 8/1/17
BlueChoice 1	BlueOptions 503	BlueOptions 534	BlueOptions Hospital Surgical Plus 700
BlueChoice 2	BlueOptions 504	BlueOptions 535	BlueOptions Hospital Surgical Plus 704
BlueOptions 10	BlueOptions 505	BlueOptions 620	BlueOptions Hospital Surgical Plus 706
BlueOptions 13	BlueOptions 510	BlueOptions 621	BlueOptions Hospital Surgical 70
BlueOptions 17	BlueOptions 511	BlueOptions 622	BlueOptions Hospital Surgical 71
BlueOptions 32	BlueOptions 512	BlueOptions 623	BlueOptions Hospital Surgical 73
BlueOptions 33	BlueOptions 513	BlueOptions 624	BlueOptions Hospital Surgical 570
BlueOptions 34	BlueOptions 514	BlueOptions 626	BlueOptions Hospital Surgical 571
BlueOptions 35	BlueOptions 515	BlueOptions 627	BlueOptions Hospital Surgical 572
BlueOptions 36	BlueOptions 528	BlueOptions 640	BlueOptions Hospital Surgical 573
BlueOptions 37	BlueOptions 530	BlueOptions Health & Dental 96	
BlueOptions 38	BlueOptions 531	BlueOptions Health & Dental 98	
BlueOptions 39	BlueOptions 532	BlueOptions Health & Dental 596	
BlueOptions 40	BlueOptions 533	BlueOptions Health & Dental 598	
BlueOptions 41			

Red de farmacias / Cambios en Walgreens para 2017

Medicinas/Servicios	Tipo de farmacia	Cambios para el 1/1/2017					
		Producto	IU65		SG		LG
			ACA	Pre	ACA	Pre	
Medicinas genéricas o de marca (Medicinas recetadas (Rx), compuestas y de venta libre (OTC) incluyendo artículos como monitores de glucosa y materiales como lancetas y tiras)	Farmacias minoristas: hasta 30 días de suministro [establecimientos sin cita previa en la comunidad]	BlueSelect	1/1 WAG	Sin producto	1/1 WAG	Sin cambio	Sin producto
		myBlue	1/1 WLGN	Sin producto	Sin producto	Sin producto	Sin producto
		BlueOptions	1/1 WAG	7/1, 8/1 WAG	1/1 WAG	Sin cambio	7/1 OPT
		BlueCare	1/1 WAG	Sin producto	1/1 WAG	Sin cambio	7/1 OPT
		Productos Misceláneos BlueChoice y IU65	Sin producto	7/1 WAG	Sin producto	Sin cambio	7/1 OPT
Medicinas genéricas o de marca	Farmacias minoristas extendidas: hasta 90 días de suministro [establecimientos sin cita previa en la comunidad]	Igual al anterior: Todas las farmacias extendidas de la red se muestran en el directorio de proveedores de Florida Blue por Internet.					
Medicinas genéricas o de marca	Medicinas de orden por correo - hasta 90 días de suministro	<ul style="list-style-type: none"> Ningún cambio para los segmentos, productos o planes ACA/Pre-ACA para 2017 Continuar con el uso de PrimeMail 					
Auto-administradas (medicinas inyectadas, por vía oral o inhaladas, etc.)	Farmacias especializadas para medicinas especializadas	<ul style="list-style-type: none"> Ningún cambio para los segmentos, productos o planes ACA/Pre-ACA para 2017 Continuar llamando a Caremark Specialty Pharmacy O a Prime Specialty Pharmacy para las medicinas especializadas Nota: todavía se pueden buscar las medicinas que provienen de Caremark en CVS 					
Equipos y suministros médicos necesarios (equipo de oxígeno, silla de ruedas, bombas de insulina y suministros, etc.)	Equipos y suministros médicos:	<ul style="list-style-type: none"> Ningún cambio para los segmentos, productos o planes ACA/Pre-ACA para 2017 Continuar llamando a CareCentrix para equipos y suministros médicos. 					
Medicinas inyectables administradas por el médico Ciertas medicinas especializadas también pueden pedirse y administrarse en el consultorio de un médico.	Consultorio del médico (ver la lista de medicinas administradas por el médico). Para la mayoría de los planes de Florida Blue estas medicinas están cubiertas en la visita al médico.	<ul style="list-style-type: none"> Ningún cambio para los segmentos, productos o planes ACA/Pre-ACA para 2017 Continuar llamando al consultorio del médico para este tipo de medicinas 					

WAG= Walgreens mas todas las farmacias que se encuentran dentro de la red, ninguna farmacia propiedad de CVS*

WLGN= SOLO Walgreens

OPT= Beneficios opcionales no estándar

*Las siguientes farmacias operadas por CVS ya no estarán dentro de la red Bear Creek Pharmacy, Care Pharmacy, Care Plus CVS/Pharmacy, CarePlus, CarePlus CVS Pharmacy, Longs Drug Store, Longs Pharmacy, Navarro Discount Pharmacy, Navarro Health Services, RxAmerica, Target Pharmacy and Wellness Works Pharmacy.

Cambios en el 2017

Producto	IU65		SG		LG
	ACA	Pre	ACA	Pre	
	Planes con 4 dígitos y que empiezan en 14, 15, 16 o 17	Planes con hasta 3 dígitos	Planes con 5 dígitos y que empiezan en 14, 15, 16 o 17	Planes con hasta 5 dígitos	
BlueSelect	1/1 WAG	Sin producto	1/1 WAG	Sin cambio	Sin producto
Blue Select Hosp Surgical Plus	Sin producto	Sin producto	Sin producto	Sin cambio	Sin producto
Blue Select con beneficios dentales y para la vista	1/1 WAG	Sin producto	1/1 WAG	Sin producto	Sin producto
BlueSelect con beneficios para la vista	1/1 WAG	Sin producto	1/1 WAG	Sin producto	Sin producto
myBlue	1/1 WLGN	Sin producto	Sin producto	Sin producto	Sin producto
myBlue con beneficios dentales y para la vista	1/1 WLGN	Sin producto	Sin producto	Sin producto	Sin producto
myBlue con beneficios para la vista	1/1 WLGN	Sin producto	Sin producto	Sin producto	Sin producto
BlueOptions	1/1 WAG	7/1, 8/1 WAG (Vea la página 3)	1/1 WAG	Sin cambio	7/1 Opción no estándar
BlueOptions con beneficios de salud y dentales	Sin producto	7/1 WAG	1/1 WAG	Sin producto	Sin producto
BlueOptions Hosp Surgical	Sin producto	8/1 WAG	Sin producto	Sin cambio	Sin producto
BlueOptions Hosp Surgical Plus	Sin producto	8/1 WAG	Sin producto	Sin cambio	Sin producto
BlueOptions con beneficios dentales y para la vista	1/1 WAG	Sin producto	1/1 WAG	Sin producto	Sin producto
BlueOptions con beneficios para la vista	1/1 WAG	Sin producto	1/1 WAG	Sin producto	Sin producto
BlueCare (HMO)	1/1 WAG	Sin producto	1/1 WAG	Sin cambio	7/1 Opción no estándar
BlueCare HMO con beneficios dentales y para la vista	1/1 WAG	Sin producto	1/1 WAG	Sin producto	Sin producto
BlueCare HMO con beneficios para la vista	1/1 WAG	Sin producto	1/1 WAG	Sin producto	Sin producto
BlueChoice	Sin producto	7/1 WAG	Sin producto	Sin cambio	7/1 Opción no estándar
Miami-Dade Blue	Sin producto	Sin producto	Sin producto	Sin cambio	Sin producto
Seguro de protección temporal	Sin producto	7/1 WAG	Sin producto	Sin producto	Sin producto

IU 65 Pre-ACA Producto

7/1/17			8/1/17
BlueChoice 1	BlueOptions 503	BlueOptions 534	BlueOptions Hosp Surgical Plus 700
BlueChoice 2	BlueOptions 504	BlueOptions 535	BlueOptions Hosp Surgical Plus 704
BlueOptions 10	BlueOptions 505	BlueOptions 620	BlueOptions Hospl Surgical Plus 706
BlueOptions 13	BlueOptions 510	BlueOptions 621	BlueOptions Hosp Surgical 70
BlueOptions 17	BlueOptions 511	BlueOptions 622	BlueOptions Hosp Surgical 71
BlueOptions 32	BlueOptions 512	BlueOptions 623	BlueOptions Hosp Surgical 73
BlueOptions 33	BlueOptions 513	BlueOptions 624	BlueOptions Hosp Surgical 570
BlueOptions 34	BlueOptions 514	BlueOptions 626	BlueOptions Hosp Surgical 571
BlueOptions 35	BlueOptions 515	BlueOptions 627	BlueOptions Hosp Surgical 572
BlueOptions 36	BlueOptions 528	BlueOptions 640	BlueOptions Hosp Surgical 573
BlueOptions 37	BlueOptions 530	BlueOptions con beneficios de salud y dentales 96	
BlueOptions 38	BlueOptions 531	BlueOptions con beneficios de salud y dentales 98	
BlueOptions 39	BlueOptions 532	BlueOptions con beneficios de salud y dentales 596	
BlueOptions 40	BlueOptions 533	BlueOptions con beneficios de salud y dentales 598	
BlueOptions 41			

2017 Pharmacy Changes

In 2017, the Walgreens-anchored network will be the new retail pharmacy provider for Individual Under 65 and Small Group ACA members, including SHOP.

WHAT'S CHANGING?

- Effective 1/1/17, we will offer 2 new networks that include Walgreens and exclude CVS-owned* pharmacies from the network.
- **BlueOptions & BlueCare** members will use a new more limited pharmacy network featuring Walgreens. CVS-owned* pharmacies will be excluded. Walgreens, which is already participating, will be providing increased savings opportunities.
- **BlueSelect members** will also use the new more limited pharmacy network, adding Walgreens to their network. The change from their current network is the addition of Walgreens and the exclusion of CVS-owned* pharmacies.
- **myBlue** members will use a pharmacy network featuring Walgreens as the only pharmacy in the network and excluding CVS-owned* pharmacies.
- CliniSanitas will begin sending prescriptions to Walgreens for dispensing.
- Members will be able to pay their premium at Walgreens – Date TBD.

*CVS-owned pharmacies includes: Bear Creek Pharmacy, Care Pharmacy, Care Plus CVS/Pharmacy, CarePlus CVS Pharmacy, Navarro Discount Pharmacy, Navarro Health Services, RxAmerica, Target Pharmacy and Wellness Works Pharmacy.

WHAT'S STAYING THE SAME?

- IU65 members can pay their Florida Blue premium at CVS.
- CVS MinuteClinics remain in network.
- Members using PrimeMail should continue usage without any disruption.
- Specialty Drugs *** remain covered through CVS/Caremark Specialty or Prime Specialty.

***Specialty drugs are indicated by an asterisk (*) in the Medication Guides.

2017 Pharmacy Changes

KEY DATES

October

- BlueOptions and BlueCare ACA members will receive their first communication encouraging them to switch from CVS-owned* pharmacies now.
- Individual U65 OFF Marketplace ACA members receive an alert in their renewal packages.

November

- myBlue and BlueSelect ACA members will receive their first communication encouraging them to pre-plan to switch from CVS-owned* pharmacies on 01/1/17.
- Individual U65 ON Marketplace ACA members will receive an alert in their renewal package.
- Messages included in IU65 bills for ACA members.

By 12/1/2016

All IU65 and Small Group ACA members will have received a notice about the pharmacy network change.

01/01/17

New network featuring Walgreens becomes effective for IU65 and small group ACA members, including SHOP. This means that CVS-owned* pharmacies will be excluded from the network for the ACA members. (Refer to 'What's Changing' for specific product impacts).

07/01/17

- At renewal Large Groups** can elect to switch to the new pharmacy network that excludes CVS-owned.*
- IU65 pre-ACA BlueOptions and BlueChoice plans with 7/1 and 8/1 product anniversary dates migrate to the new network featuring and excluding CVS-owned* pharmacies

08/01/17

IU65 pre-ACA BlueOptions and BlueOptions Hospital & Surgical plans with 8/1 product anniversary date migrate to the new network featuring Walgreens and excluding CVS-owned* pharmacies.

**Large Groups have the option to keep their existing network that includes CVS-owned* or switch to the new pharmacy network for a lower premium.

FAQs/Talking Points

QUESTION	ANSWER
Why is this change happening?	The change is resulting from a strategic alliance between our pharmacy benefit manager and Walgreens, one of the largest drugstore chains in the country. This strategic alliance connects us as a health plan with our pharmacy manager and the retail pharmacy in a new and innovative way. Leveraging this relationship in our network configuration will help control costs for our members. In addition, this change aligns with how we traditionally offer a variety of pharmacy options, ranging from broad pharmacy networks to more narrow networks.
How does this change benefit the member?	Members should also realize cost savings associated with the new pharmacy networks. For many medications, the price at Walgreens will often be lower than any other pharmacy, and in some cases members will see significant savings. This means if a member hasn't met their deductible, they'll benefit from the lower costs. Or, if they have a copay and the actual price of the medicine is less than their copay amount, they'll pay the lower amount providing even more savings to our members.
What is meant by the phrase 'Walgreens-exclusive network' for myBlue members?	This is an Rx network in which Walgreens is the only pharmacy members can use. CVS-owned* are not in the network.
What if members have questions or need help transferring a prescription from CVS to Walgreens?	Encourage members to call our dedicated Hotline at: 888-840-3052. The pharmacist at their new pharmacy can also help them.
When will the online Provider Directory reflect the new 2017 pharmacy networks?	The target date for the Provider Directory to be updated to reflect the new pharmacy networks is 1/1/17.
What if the member visits a CVS MinuteClinic for an appointment; can they get their prescription filled at CVS?	The member can use a CVS MinuteClinic for health care services; however, they should visit a pharmacy in their network to fill any prescriptions. Members can also use a Walgreens Health care Clinic, so they can receive their prescriptions at the same location as their care visit.
What should I tell a Large Group that is interested in the non-standard pharmacy offering for 07/1/17?	Additional communication regarding this non-standard offering will be provided after the first of the year.
The member uses Navarro for their pharmacy needs. What comparable pharmacy option do you recommend?	Walgreens, like Navarro, offers home delivery options, a bilingual staff and a retail experience equivalent to the member's experience with Navarro.

FAQs/Talking Points

QUESTION	ANSWER
Is the pharmacy network change being made for the Individual Under 65 (IU65) and Small Group (SG) ACA members the same as what is happening with Medicare?	<p>Effective 1/1/2017, our IU65 and SG ACA members are moving to networks featuring Walgreens and excluding CVS and CVS-owned* pharmacies. Because ACA plans do not have out-of-network pharmacy benefits, excluding these pharmacies means that if members continue to use a CVS-owned* pharmacy, they will pay the total costs of the prescription.</p> <p>Also effective 1/1/2017, our Medicare members in BlueMedicare health plans (i.e. BlueMedicare HMO, BlueMedicare Prescription Drug and Blue Medicare PPO plans, BlueMedicare Preferred HMO plans) will have Walgreens but will no longer have CVS and CVS-owned* pharmacies in the preferred network pharmacy network. CVS and CVS-owned* pharmacies will, however, remain in the standard pharmacy network. Medicare members who use a preferred pharmacy have lower out-of-pocket costs than members who use pharmacies in the standard network.</p>
Could the member still go to a CVS-owned pharmacy to get their prescriptions filled?	Because ACA plans do not have out-of-network pharmacy benefits, excluding these pharmacies means that if members continue to use a CVS-owned* pharmacy, they will pay the total costs of the prescription.
Where should the member go for Specialty drugs?	The member should follow their current approach for getting specialty medications. They may use CVS/Caremark Specialty or Prime Specialty for their specialty drug needs.
How should I care for members who are at risk of cancelling their coverage who are upset about this change?	Use extra care when dealing with high-risk members (those with high rate increases or those 45+): Educate them on the benefits of the new pharmacy and the cost savings they can expect, and encourage them to get a health plan check-up. Walgreens store coupons will be available to help ease the transition.
The member uses Target for their prescriptions. Can they continue their scripts with Target?	For ACA members, all CVS-owned pharmacies are out of the network. This includes: Bear Creek Pharmacy, Care Pharmacy, Care Plus CVS/Pharmacy, CarePlus CVS Pharmacy, Longs Drug Store, Longs Pharmacy, Navarro Discount Pharmacy, Navarro Health Services, RxAmerica, Target Pharmacy and Wellness Works Pharmacy.