



1570 Midway Pl.  
Menasha, WI 54952

## **Pharmacy Benefits Manager (PBM) Change 2020 Agent Frequently Asked Questions**

### **What is the pharmacy benefits manager (PBM) change and when is it happening?**

Network Health is switching our PBM from CVS/caremark™ to Express Scripts (ESI), beginning January 1, 2020.

### **Why is Network Health switching to ESI for the PBM?**

ESI has been the PBM for our Medicare line of business since 2005. During that time, members have experienced cost savings and great customer service.

By adding commercial members to the same PBM, we will gain efficiencies by having one PBM, instead of two as we previously did.

In addition, ESI includes Walgreens pharmacies, which are easily accessible for most of Network Health's service area. There are also several 24-hour Walgreens locations, so members can pick up prescriptions any time of the day or night. (They should confirm their Walgreens has a 24-hour pharmacy prior to picking up outside normal business hours.)

### **How many members are affected by the change to ESI?**

Only commercial members are impacted. Medicare members are not impacted. About 20 percent of our commercial membership has used a CVS/caremark pharmacy in the last year.

### **How does the change to ESI affect retail pharmacy availability?**

The only major pharmacy retailer that will no longer be in-network as a result of our PBM change is CVS/caremark.

Sam's Club, Costco, Meijer, Walmart, Pick 'n Save and Hometown will all still be in-network.

### **What about 30-day vs. 90-day retail prescriptions?**

Beginning on January 1, 2020, commercial group members can get a 90-day prescription at select retail pharmacies. If a member and his or her doctor determine a 90-day prescription is the correct treatment, the member is charged for three pharmacy copayments when he or she fills the 90-day prescription at a retail pharmacy. The [Find a Pharmacy](#) search will indicate which pharmacies are contracted to dispense a 90-day supply.

Health Insurance Exchange members can get 30 days of medication at retail pharmacy locations, while non-exchange individual and family plan members may fill 90-day prescriptions at select retail locations.

### **How long is the contract with ESI?**

The contract with ESI is three years.

### **What's going on with Walgreens?**

Walgreens pharmacies have been added to Network Health's pharmacy network, beginning August 1, 2019. This is an enhancement to our 2019 plan—all other pharmacy benefits remain the same and members do not need to change anything until January 1, 2020. Early access to Walgreens serves as a soft launch to give members more time to transfer files and to offer more retail pharmacy options. The other pharmacies within the ESI network will be in-network on January 1, 2020. CVS/caremark will be in-network until December 31, 2019.

Walgreens pharmacies will appear on the [Find a Pharmacy](#) search on [networkhealth.com](http://networkhealth.com) beginning August 1, 2019.

### **How are members informed of the pharmacy network change?**

The initial announcement to members about the PBM change (and availability of Walgreens beginning August 1, 2019) is in the member magazine, *Balance*, which goes out the week of July 22. At the same time, the [networkhealth.com](http://networkhealth.com) website will be updated to reflect the transition.

Our existing Network Health member materials will be updated with language about our new PBM. You will have access to these materials for groups renewing January 1, 2020.

As we get closer to the end of 2019, a standard note about the pharmacy network update will appear on other member pieces, such as pharmacy letters. We will also provide further detail on [networkhealth.com](http://networkhealth.com).

Beginning November 1, 2019, the [Find a Pharmacy](#) tool on [networkhealth.com](http://networkhealth.com) will reflect the entire network, including both retail and mail order.

Employer groups received an email notification on July 8 regarding the transition. A reminder will be sent the week of July 22 through the *Network News*, a quarterly electronic newsletter designed for health plan administrators.

### **Is Network Health aligning with an ESI standard formulary and/or utilization management (UM) package?**

For our commercial line of business, Network Health pharmacists will maintain the formulary.

### **How are members informed of formulary exclusions?**

If a member has a negative formulary change, he or she will receive a letter from Network Health explaining the change and next steps.

### **Will formulary change communications contain the individual drug name and alternative?**

The formulary change letter includes the impacted drug and directs the member to speak with his or her personal doctor to determine an appropriate alternative.



**Will prior authorizations/overrides be transferred from CVS/caremark?**

Yes, prior authorizations and step therapies will be transitioned from CVS/caremark to ESI.

**How do members know if a new medication requires prior authorization?**

Network Health's commercial formulary contains the letters **PA** next to a medication if a prior authorization is required. The commercial formulary can be found at [networkhealth.com](http://networkhealth.com) under [Look Up Medications](#).

**What is considered a specialty drug?**

Tier 4 (preferred specialty) and tier 5 (non-preferred specialty) are considered specialty drugs.

**Will open refills of mail order and specialty prescriptions automatically transfer from CVS/caremark to ESI?**

Yes, open refills for mail order and specialty drugs will be transferred to ESI for January 1, 2020.

**How will members on specialty drugs be informed about the transition?**

At this time, members who use specialty medications can't make any changes. Additional instructions will be released later in 2019, taking into consideration that people need time to transfer files and set up accounts.