



1570 Midway Pl.
Menasha, WI 54952

Pharmacy Benefits Manager (PBM) Change 2020 Employer Administrator 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 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.

What's going on with Walgreens?

Beginning August 1, 2019, Walgreens pharmacies are in-network for all Network Health members. All other pharmacy benefits remain the same until January 1, 2020.

With the PBM change, CVS/caremark (including Target) pharmacies will be out-of-network beginning January 1, 2020. Many large retailers, including Walgreens, Costco, Meijer, Pick 'n Save and Sam's Club will continue to be in-network through this change.

Walgreens pharmacies will appear on the [Find a Pharmacy](#) search on 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 went out the week of July 22. At the same time, the 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.

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.

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

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 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.