# Pharmacy Network Disruption for the Member

[Talking Points](#_Toc190842023)

[Frequently Asked Questions and Answers](#_Toc190842024)

## 

**Description:** Information related to the pharmacy network disruption which are pharmacies that opt not to participate in our network and thus impacts our member.

|  |
| --- |
| Talking Points |

As we execute the contract renewal process each year, there are a number of pharmacies that opt not to participate in our network. We proactively notify our members when a pharmacy the member uses will no longer be in our network and inform the member that they need to select another pharmacy to utilize for their benefits.

Our top priority is making medicines affordable and accessible for the millions of patients we serve daily. As a PBM, we strive to offer the most competitive pharmacy network, with the highest quality pharmacies — delivering the best clinical outcomes and value for our clients and their members. Our networks are designed to maintain affordable prescription drug benefits for employers and families struggling with rising costs during this difficult time

 I’ll be glad to help you locate a new pharmacy in your area.

 Here is the phone number to the new pharmacy you have selected. You will need to call your new pharmacy so they can request to transfer your prescriptions from your existing pharmacy. All the information you need is on the label of your current prescription.

[Top of the Document](#_top)

|  |
| --- |
| Frequently Asked Questions and Answers |

Use as needed:

|  |  |
| --- | --- |
| **Question** | **Answer** |
| **Why is this happening?** | Every year, pharmacies are required to renew their network membership and your pharmacy has opted not to renew their contract. |
| **Why wasn’t I notified?** | We manage a network of over 65,000 pharmacies across the country and that network changes frequently. Since your pharmacy is now out of network, I would be happy to help you find a new one today so that you can access your benefits.  For annual pharmacy network disruptions, we make every effort to notify the member if authorized to do so. |
| **Can my pharmacy get back into the network?** | We’ve already provided the pharmacy with information on the contracting process. The pharmacy has opted not to renew their contract.  At this time, we recommend you select another pharmacy in order to continue receiving your benefits. Here are the pharmacies that we can recommend at this time. |
| **How was my pharmacy notified that new agreements were needed before their contract ended?** | In addition to multiple fax attempts at contacting each pharmacy, we also sent a letter requiring a signature so we could confirm its receipt. In that letter, we communicated that, due to multiple prior outreaches that did not receive a response, we have completed the network contracting process. |
| **Will this change what I pay?** | A pharmacy change would not have a direct impact on your benefits. |
| **What if I don’t want to change my pharmacy?** | If you choose to continue to refill this at pharmacy you will pay the full cost of the medication. In order to get the benefit of lower costs, we recommend choosing another pharmacy. |
| **My pharmacy said that they never received a fax or letter.** | We would be happy to provide your pharmacy with the information on how to request to be added to our network. Your pharmacy is welcome to contact us and we will share that information with them. |

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION – PAPER COPY – INFORMATIONAL ONLY**