

Getting started with your Blue Shield pharmacy benefits

Blue Shield of California is glad to serve you and those who depend on you for healthcare coverage. The overview below shows you how to get access to your new Blue Shield pharmacy benefits.

Steps to getting started

1. Check the Blue Shield formulary

The Blue Shield Drug Formulary, Plus is a list of our preferred prescription drugs. It's best to check this list since our list may differ from your former health plan's formulary. Just go to blueshieldca.com, click on *Be Well*, then *Drugs*, and select *Plus Drug Formulary* to access our drug database and formulary.

2. Fill your prescription

You have the option of filling your prescriptions two ways: at a network pharmacy or through our network mail service pharmacy.

Using a network pharmacy

The Blue Shield pharmacy network includes network chain pharmacies and other local and community pharmacies. To find out if a pharmacy is in our network, go to blueshieldca.com, click on *Be Well*, then *Drugs*, select *Find a Doctor*, then click on *Pharmacies*. If you don't have access to the Internet, you can call Shield Concierge for assistance.

If you choose to fill your prescription at a pharmacy, you can obtain a 30-day supply for the cost of one copayment at a network (retail) pharmacy. To fill (or refill) your prescription, just present your prescription (or refill) at a network pharmacy, present your Blue Shield ID card, and pay your share of the cost. For a detailed description of pharmacy benefits and limitations, see your *Evidence of Coverage and Disclosure* (EOC&D) form or Benefit Booklet.

We're here to help

If you have any questions, contact Shield Concierge at **(855) 724-7698** from 7 a.m. – 7 p.m. PT or at CSEBA@blueshieldca.com.

Using our network mail service pharmacy

If you take stabilized doses of covered long-term maintenance medications for conditions such as high blood pressure or diabetes, you can order a mail service refill of up to a 90-day supply through CVS Caremark. You also save money on your copayment, and there is no charge for shipping. Just follow these steps to get started:

Step 1: Register with CVS Caremark

To receive covered medications from CVS Caremark, you must first register by using any of the methods below:

- **Online** – Register online at www.caremark.com.
- **By phone** – Call CVS Caremark at (866) 346-7200, 24 hours a day, seven days a week. Note: If you use TTY equipment, you can order forms by calling 711 (TTY).
- **By mail** – Print and complete the CVS Caremark mail order form by going to www.blueshieldca.com. Click on *Be Well*, then *Drugs*, and select *Mail Service Prescriptions*.

Step 2: Send your prescription

Once you are registered, CVS Caremark will need your prescription. This can be sent electronically or by phone, fax or mail:

- **Electronically** – Ask your doctor to send an electronic prescription for a 90-day supply to CVS Caremark. This is called "e-prescribing" and is the simplest way to send a prescription.
- **By phone or fax** – Ask your doctor to submit your prescription for a 90-day supply by phone or fax to CVS Caremark.
[CVS Caremark MD phone line: \(800\) 378-5697](tel:8003785697)
Hours: 8 a.m. – 4:30 p.m. CST, Monday through Friday
[CVS Caremark MD fax line: \(800\) 378-0323](tel:8003780323)
- **By mail** – Mail your prescription, completed order form and payment to:
CVS Caremark
P.O. Box 659541
San Antonio, TX 78265-9541

Step 3: Receive your prescription

Please allow 10 to 14 business days to receive your covered maintenance medications through CVS Caremark. Once your prescription is on file at CVS Caremark, please allow five to eight business days to receive refills of your covered medications.

You can order refills by going to blueshieldca.com. Click on *Be Well*, then *Drugs*, and select *Mail Service Prescriptions*. You can also call (866) 346-7200 or TTY 711.

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blueshieldca.com/nondiscriminationpolicy