

Your Prescription Drug Coverage in 2020

Important information about your prescription drug plan and member ID card

In 2020, Capital BlueCross prescription drug coverage will include new features that provide choice, control, and convenience when it comes to how, when, and where you get your prescriptions.

WHAT YOU NEED TO KNOW FOR 2020

Show the enclosed member ID card the first time you visit a pharmacy in 2020

This is important even if you already had prescription drug coverage through Capital BlueCross in 2019. **Your card includes important updated information your pharmacist needs to fill your prescription.**

24/7 Member Services for prescription drug plan questions

In 2020, call the Member Services number on your member ID card at any hour, on any day with questions about your prescription drug plan.

A new Rx experience at capbluecross.com

The prescription drug section of capbluecross.com will have a new look in 2020. But you will continue to find in-network pharmacies, search for drugs covered by your plan, compare costs of medications, and more!

HOME DELIVERY

Starting January 1, AllianceRx Walgreens Prime will be your plan's new home-delivery pharmacy.

- If you're a current Capital BlueCross member and CVS Caremark mails your prescription drugs to you, your open refills will automatically transfer to the new home-delivery pharmacy on January 1.
- In the new year, call AllianceRx Walgreens Prime at **855.924.8421** or visit alliancerxwp.com/home-delivery to set up an account, provide payment information, and to order a refill. You also can log in to your secure account at capbluecross.com and choose "Start or Manage Home Delivery."
- Please allow 14 days for delivery.

Note: If you already receive specialty drugs from AllianceRx Walgreens Prime, you won't need to set up a separate account.

For more information, visit capbluecross.com/rx-info.

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PHARMACY BENEFIT FAQs

What happens for the rest of 2019?

If you currently have Capital BlueCross pharmacy coverage, nothing changes during 2019. You will continue to use your current member ID card through December 31, 2019.

In 2020, what pharmacies can I visit to get my prescriptions filled?

Our pharmacy networks continue to include many national retail chains, grocery stores, and local independent pharmacies. Visit [capbluecross.com](https://www.capbluecross.com) in 2020 to find in-network pharmacies.

Do I have to switch pharmacies?

Most likely no. Whether you get your drugs at CVS or another pharmacy, it will likely be in network. To make sure, log in to your secure account in 2020, and search for your pharmacy.

For more information, visit [capbluecross.com/rx-info](https://www.capbluecross.com/rx-info).

