

FAQs

Your Plan's Prescription Drug Coverage and Secure Member Account

Please reference these FAQs about your new Capital BlueCross prescription drug benefits. Most of the FAQs are about coverage, while a few focus on your secure member account at capbluecross.com, which we encourage you to setup and use after receiving your new ID card in late December.

Q: Can I call Capital BlueCross Member Services before January 1 if I have questions?

A: Yes. Capital BlueCross' Member Services department is available now to help answer any questions about your new plan. Call 800.962.2242 to speak with a representative about your coverage, the Capital BlueCross benefits fair presentation, and the information from the Lafayette College benefits booklet you previously received.

Q: Do I need to get new prescriptions from my doctor if I use my current plan's home delivery program?

A: Yes. Capital BlueCross and our new home delivery pharmacy, AllianceRx Walgreens Prime, encourage you to take the following steps to continue receiving your prescriptions by mail:

Before January 1:

- We suggest that you give yourself plenty of time and ample supply by refilling your home delivery medications under your current coverage before the end of the year.
- Once you receive your new Capital BlueCross member ID card, set up an account (including payment information) with AllianceRx Walgreens Prime by calling 855.924.8421 or visiting alliancerxwp.com/home-delivery. You should receive your ID card by mail in late December.

After January 1:

- Visit [the secure account registration page](https://capbluecross.com) at capbluecross.com to set up your account so you can manage your home delivery service and other prescription drug benefits online (See image on reverse side for where you can log in or set up your secure account).
- After you receive your new ID card and set up your secure account, ask your doctor to send your prescription to AllianceRx Walgreens Prime. Allow up to two weeks for setup and delivery for your first home delivery fill.
- You may then continue managing your home delivery service (auto-refills, contact information, payment information, etc.) through your secure account.

Q: Can I get a 90-day supply of a maintenance medication (one that is taken daily or regularly) at a retail pharmacy under the Capital BlueCross program?

A: Yes. Your plan includes the Extended Supply Network, which includes thousands of pharmacies that are allowed to dispense up to 90-day supplies of prescription drugs. The Extended Supply Network includes many popular retail chains and grocery store pharmacies. You can find which pharmacies are part of the [Extended Supply Network](https://capbluecross.com) at capbluecross.com. Click *Find*, then *Drugs*, and look for *Pharmacy Directory (Effective January 1, 2020)*. Extended Supply Network pharmacies have an *ESN* designation.

Q: If I fill my prescription at a retail pharmacy on an ongoing basis, will I need a new prescription?

A: Assuming you continue to use the same pharmacy, no, you will not need a new prescription. However, please make sure to show your new Capital BlueCross member ID card to the pharmacy after January 1.

Q: Under the new Capital BlueCross plan, are my drugs on the same formulary?

A: The new Capital BlueCross formulary has some differences from your current plan's formulary. You can access the Capital BlueCross one directly at capbluecross.com/drugs. Choose *2020 Formulary (Advantage)*.

Q: My drug required prior authorization with Highmark. Will I or my doctor have to complete a similar prior authorization process with Capital BlueCross?

A: Yes. After you receive your member ID card, it is best that you contact your in-network doctor, who knows how to start the process with Capital BlueCross. Capital BlueCross network providers are required to start prior authorization for their Capital BlueCross patients. On the rare occasion that you may need to start preauthorization, call the Member Services number on your member ID card or log in to your secure account at capbluecross.com. The Guide to Prescription Drug Benefits has more details.

Q: I currently take a specialty, injectable drug. How do I maintain coverage for it with Capital BlueCross?

A: To ensure that you have ample supply through the end of the year, and are ready to go when your new plan takes effect in 2020, follow these steps:

1. Please make sure to secure any remaining specialty refills under your current plan before the end of December.
2. Once you receive your Capital BlueCross member ID card, call AllianceRx Walgreens Prime, which is also Capital BlueCross' specialty drug pharmacy, at 800.533.7606 (TTY: 866.830.4366) or visit alliancerxwp.com to set up your account and payment information.
3. Let your doctor know that your coverage will change to Capital BlueCross in 2020 and ask the doctor's office to fax your specialty drug information to AllianceRx Walgreens at 844.834.2550.

In addition, an AllianceRx Walgreens Prime patient care coordinator will work with a team of pharmacists, nurses, your doctor, and Capital BlueCross to deliver you personalized care that best suits your needs.

Q: My drug required step therapy with Highmark. Will I or my doctor have to complete a similar step therapy process with Capital BlueCross?

A: It depends. If you are currently taking a drug that requires step therapy (also called enhanced prior authorization), have your prescription filled at least once during the first 90 days of your Capital BlueCross coverage. This will ensure that your step therapy program will continue for this drug, meaning you will not have to complete the step therapy setup process you have already completed under your current plan. However, note that you will need to start a new step therapy approval if there is a break in your therapy or if you are prescribed a different prescription that requires step therapy.

Q: As a current member of the Capital BlueCross dental program, do I need to create a secure account login and password on capbluecross.com for 2020?

A: No, and in fact, you can use this same account to access your new medical and prescription drug coverage. If you currently don't have a secure account, you can set one up [on the secure account registration page](#) or by visiting capbluecross.com and clicking the *Login* link at the top of the page (see image below). Note that your medical and prescription drug information will not show until January 1.

Q: I previously had a secure account with Capital BlueCross when we had our medical and prescription drug coverage with them in 2017. Do I need to register for a new account or can I use my previous username and password to log in when my coverage begins on January 1?

A: If you remember or saved your username and password, try using them on the login page. If they do not work or you cannot remember them, you can easily set up a new account. Visit capbluecross.com and click on the *Login* link. If you're setting up a new account, have your ID card ready as you'll need your member ID number to complete your account setup.

