

Important information about home delivery pharmacy service for Capital Blue Cross members

On January 1, 2022, Express Scripts® Pharmacy began providing home delivery pharmacy services for members who also have Rx coverage through Capital Blue Cross. Express Scripts® is a fully licensed and accredited pharmacy providing home delivery and support with maintenance medication needs; it replaced AllianceRx Walgreens Prime as Capital's home delivery provider.

Their services include:

- 24/7 personalized support from a team of specially trained pharmacists and support staff.
- Free shipping with safe and timely delivery.
- Mobile app for quick access to refill requests and information to help you manage your health.

Getting started with Express Scripts® Pharmacy

If you used home delivery services through AllianceRx Walgreens Prime or want to start using home delivery services now, be sure to set up your Express Scripts® Pharmacy digital account before filling your first prescription in 2022.

To register, keep your ID card handy, visit esrx.com/CapitalBlueCross, and click "register." If you previously had an account with Express Scripts® Pharmacy, log into that account and make any needed updates to your personal or plan information. You can also call 833.715.0946 to register over the phone. Once registered, you can place orders online at esrx.com/rx, by phone, or using their mobile app.

Tip for registering your home delivery account with Express Scripts

We've heard that some members received an error message during the online registration process when entering their member ID. This tip will help you get registered online:

- When prompted for your member ID, enter the alpha prefix and the next nine digits of your ID number.
 - Note that you do not need to enter the two-digit suffix listed at the end of your member ID. Example:
 - The format ABC123456789 is correct and should be entered.
 - The format ABC12345678900 is not correct and will result in an error message.

How to find more information or get help

If you have questions or need help, please call Express Scripts Patient Care Contact Center at 833.715.0946 or our Member Services team at the number on the back of your ID card (TTY: 711).

For more information about the transition to Express Scripts® Pharmacy, please visit esrx.com/CapitalBlueCross.

Will this issue be resolved?

Capital Blue Cross is working directly with Express Scripts Pharmacy to quickly find a resolution to this online registration issue.

If you used home delivery through AllianceRx Walgreens Prime

Most prescription(s) with refills left at AllianceRx Walgreens Prime were automatically moved to Express Scripts® Pharmacy. Some prescriptions were **not** be automatically moved, such as controlled substances. For these prescriptions, ask your provider to send new prescriptions to Express Scripts® Pharmacy.

On behalf of Capital Blue Cross, AllianceRx Walgreens Prime, an independent company by Walgreens Specialty Pharmacy Holdings, LLC, assists in dispensing home delivery and specialty medications for our members.

Express Scripts® Pharmacy is a pharmacy that is contracted through Prime Therapeutics LLC to provide mail pharmacy services to members of Capital Blue Cross. On behalf of Capital Blue Cross, Prime Therapeutics LLC assists in the administration of our prescription drug program. Prime Therapeutics LLC is an independent pharmacy benefit manager. Express Scripts® Pharmacy is a trademark of Express Scripts® Strategic Development, Inc.

Healthcare benefit programs issued or administered by Capital Blue Cross and/or its subsidiaries, Capital Advantage Insurance Company®, Capital Advantage Assurance Company®, and Keystone Health Plan® Central, independent licensees of the Blue Cross Blue Shield Association. Communications issued by Capital Blue Cross in its capacity as administrator of programs and provider relations for all companies.