

## Rx Choice Tiered Network – Frequently Asked Questions

**Q: Where is the Rx Choice Tiered Network offered in the California Individual market?**

A: The Rx Choice Tiered Network is offered in the CA Individual market within **non-standard, off-exchange plans only**.

**Q: What is the Rx Choice Tiered Network?**

A: The Rx Choice Tiered Network, operated by our pharmacy benefit manager, Express Scripts, is a new focused pharmacy network that offers members a range of options to choose a retail pharmacy where they fill prescriptions. Member cost share will vary based on the network level on which the pharmacy participates.

**Q: When will the Rx Choice Tiered Network be offered?**

Q: This network is now available.

**Q: How will the Rx Choice Tiered Network function for members?**

A: The Rx Choice Tiered Network includes pharmacies participating on two levels.

*Level 1*

CVS (as well as Target pharmacy operated by CVS) will serve as the anchor pharmacy in all markets offering this network option. In all, **nearly 25,000 pharmacies** will be available in the level 1 network, which will include several grocery chains and big box stores. Examples include:

- CVS (Anchor pharmacy)
- Target (Anchor pharmacy)
- Walmart
- Kroger
- Safeway

Members using level 1 pharmacies will be charged a lower cost share compared to what they pay using a level 2 pharmacy.

*Level 2*

Members who choose pharmacies that participate in the level 2 network will be charged an additional \$10 copay or 10% coinsurance differential in addition to their standard cost share.

More **than 70,000 pharmacy providers are included on level 1 and level 2 of the Rx Choice Tiered Network combined**, enabling members a wide set of options to fill prescriptions.

**Q: How is this network structured?**

A: CVS, Target, Walmart, Kroger and Safeway will be available within all markets offering this network option. Other chains, big box stores and independent pharmacies will vary by market.

**Q: Will members using the Rx Choice Tiered Network have the option of filling 90-day supplies of their medication at a retail pharmacy?**

A: No. Members in the Individual line of business must use home delivery to fill prescriptions for maintenance medications.

**Q: To what extent will pharmacy availability be offered within the Rx Choice Tiered Network?**

A: Network coverage estimates have been calculated as follows:

- ✓ 99.9% urban
- ✓ 99.9% suburban
- ✓ 99.8% rural coverage

**Q: How will impacted members be notified of the Rx Choice Tiered Network?**

A: *Proactive Letter* - Members whose pharmacy transitioned to level 2 after 1/1/17 will be notified via letter to provide details about lower out-of-pocket costs at level 1 pharmacies and how to transfer active prescriptions to those pharmacies, if they choose.

*Reactive Letter* - Reminder letters will be sent to any members continuing to use a level 2 pharmacy. The target letter drop date will be approximately 6 months after the proactive letter mailing.

- Proactive member letter – Advises members whose pharmacy transitioned to level 2 on 1/1/17 of the situation and the fact that they can save on their cost share if they switch to a level 1 pharmacy. Target drop date: February 2017
- Reactive member letter – Mailing to identify members still using a level 2 pharmacy after 1/1 to remind them of their cost share savings if they switch to a level 1 pharmacy: Target drop date: approximately 6 months following the proactive letter mailing.

**Q: How were online tools enhanced to include information about the Rx Choice Tiered Network?**

A: Information is displayed in the following ways:

**Find a Doctor Tool**

Enhancements were made to the Find a Doctor tool on anthem.com, anthem.com/ca, bcbsga.com and empireblue.com to display the level for each participating pharmacy.

**Locate a Pharmacy Tool**

Pharmacies listed in Express Scripts' pharmacy locator tool results include information on the level on which they participate. Members access this tool after login to anthem.com, anthem.com/ca, bcbsga.com or empireblue.com and then accessing Express Scripts' website.

**Price a Medication Tool**

Pharmacy-level pricing in Express Scripts' Price a Medication tool includes information about the level in the network on which each pharmacy selected participates.

**Screenshots – Tools on Express Scripts' website after login to anthem.com, anthem.com/ca, bcbsga.com or empireblue.com.**

[Locate a Pharmacy Tool-Express Scripts](#)

[Price a Medication Tool-Express Scripts](#)

[Mobile Platform – Express Scripts](#)