

<Month> <date>, <yyyy>

<Subscriber First Name> <Subscriber Last Name>  
<Subscriber Correspondence Address>  
<Subscriber City>, <Subscriber State> <Subscriber ZIP>

*Pending Regulatory Approval*

Dear <Subscriber First Name> <Subscriber Last Name>,

Effective January 1, 2022, Sutter Health Plus is changing its pharmacy benefit manager (PBM) to CVS Caremark® from Express Scripts®. CVS Caremark will manage the pharmacy benefits for our members, including retail, mail order and specialty prescription drugs, claims processing, and prior authorization requests for drugs.

This letter gives you the information you need to know about the change, including retail pharmacy locations, mail order prescriptions, the new specialty pharmacy vendor, Sutter Health Plus Formulary and member identification (ID) cards.

### Who is CVS Caremark?

CVS Caremark is one of the largest PBM in the United States and serves over 105 million members across all 50 states, Puerto Rico, and the Virgin Islands. CVS Caremark will collaborate with Sutter Health Plus to make sure you get the right prescription drug at the right time. We are confident that CVS Caremark will provide high-quality service while helping manage prescription drug costs.

### New Member ID Cards

Sutter Health Plus will mail you and your dependents new member ID cards in December. The ID card includes your new prescription benefit information.

**Make sure you present your new ID card at your pharmacy for any prescriptions you fill on or after January 1, 2022.** Your pharmacist needs the information on the back of the card to process your prescriptions and submit claims for coverage, including Rx Group, Rx BIN and Rx PCN.

### How to Get Your Current Retail Prescription

Sutter Health Plus is transferring your prescription history, including claims information and any active prior authorizations to CVS Caremark. This will allow you to continue your current retail prescriptions with minimal disruption. Just present your new member ID card

to the pharmacy beginning January 1, when filling a prescription for you or a covered family member.

You can get a 30-day supply of your prescriptions at one of the many CVS Caremark participating retail pharmacies. CVS Caremark retail pharmacy network includes most major pharmacy retail chains and independent pharmacies, including CVS, Rite Aid, Walgreens, Bel Air, Raley's, and Safeway.

## **Mail Order & Specialty Pharmacy**

If you currently get your prescription drugs through Express Scripts Pharmacy<sup>SM</sup> for mail order Sutter Health Plus and Express Scripts are transferring your active and refillable prescriptions to CVS Caremark.

While your active and refillable mail order and specialty prescription drugs are transferring, CVS Caremark will not mail your refill automatically. You must call CVS Caremark Customer Care at 1-844-740-0635 or go to *caremark.com* (registration required) on or after January 1, 2022, to provide billing information, including payment preferences.

### **Mail Order**

CVS Caremark Mail Service Pharmacy is the CVS Caremark mail order pharmacy. Mail order allows you to receive up to a 100-day supply, as your benefit plan allows, of your maintenance drugs. Maintenance drugs are drugs you take on a regular basis for a long-term medical condition, such as high blood pressure or diabetes.

To ensure you do not run out of your prescription drugs during this transition, Sutter Health Plus, Express Scripts and Express Scripts Pharmacy are allowing early refill of your mail order prescriptions. If you have refills due at the end of December, you can order your refills in mid-December by calling Express Scripts Pharmacy at 1-877-787-8661.

### **Specialty Pharmacy**

CVS Specialty<sup>®</sup> is the CVS Caremark specialty pharmacy. Specialty prescription drugs treat complex health conditions, such as hepatitis C and rheumatoid arthritis, and include self-injectables, high-cost oral drugs, drugs with special storage needs, and drugs you take on a strict schedule.

To ensure you do not run out of your specialty drug during this transition, Sutter Health Plus, Express Scripts and Accredo<sup>®</sup> are allowing early refill of your specialty drug prescription. If you have refills due at the end of December, order your refill in mid-December by calling Accredo<sup>®</sup> at 1-877-787-8661.

## Non-Transferrable Prescriptions

Sutter Health Plus cannot automatically transfer certain mail order and specialty prescription drugs to CVS Caremark Mail Service Pharmacy or CVS Specialty. If you have any of the following, you need to get a new prescription from your doctor:

- Active prescription for a controlled substance, such as Oxycontin® and Adderall®
- Expired prescription
- Prescription without remaining refills

## Your Formulary and Prescription Cost Share

Your formulary is a list of covered drugs available through Sutter Health Plus. The new formulary includes all generic drugs and many preferred brands and uses the same four-tier design you have now.

Your prescription cost share depends on whether your doctor prescribes a generic or brand name drug. The four tiers are:

- Tier 1 – most generic drugs and low-cost preferred brand name drugs are covered at lowest cost share
- Tier 2 – preferred brand name and non-preferred generic drugs are covered at second lowest cost share
- Tier 3 – non-preferred brand name drugs or drugs that the Sutter Health Plus Pharmacy and Therapeutics committee recommends based on safety, effectiveness and cost. These drugs usually have alternatives available in Tier 1 or 2 at a lower cost
- Tier 4 – drugs that are biologics and drugs that the FDA or drug manufacturer requires be distributed through a specialty pharmacy, drugs that require the member to have special training or clinical monitoring for self-administration, or drugs that cost Sutter Health Plus more than \$600 net of rebates for a one-month supply

In December, Sutter Health Plus will send you a separate letter if there are changes in cost share or prior authorization requirements to a prescription drug you are currently taking. The letter will let you know what to do to ensure you do not experience interruption in receiving your prescriptions.

## CVS Caremark Website

Beginning mid-November, you will have access to a CVS Caremark guest website through the Sutter Health Plus Pharmacy page at [sutterhealthplus.org/pharmacy](https://sutterhealthplus.org/pharmacy). You can view sample pharmacy benefits for some of our most popular plans, use Find a Pharmacy to confirm your retail pharmacy is still available or find a network pharmacy near you, and view the Sutter Health Plus Formulary.

Beginning early January 2022, you will be able to create an individual account on the CVS Caremark member portal at *caremark.com*. Your individual account gives you access to additional tools to help you understand your formulary and cost share options.

CVS Caremark offers the following services to Sutter Health Plus members:

- View your order and drug history
- Order refills online
- Automatic refill reminders for all of your prescriptions (retail, mail order, specialty)
- Set communication preferences, for example email or text
- Check your order status and track shipments
- Delivery of your drugs within the United States, Monday through Friday, at no additional charge with most supplies provided, e.g., needles and syringes
- Safety checks to help prevent interactions with other drugs and products
- Access to specialty-trained pharmacists and nurses 24 hours a day, 7 days a week
- View claims information

### **Additional Information**

If you have questions about the new pharmacy program during the transition, call Sutter Health Plus Member Services at 1-855-315-5800. Member Services is available Monday through Friday, 8 a.m. to 7 p.m.

CVS Caremark Customer Care is available to start answering your questions on October 26, 2021, at 1-844-740-0635. CVS Caremark Customer Care is available 24 hours a day, 7 days a week, including holidays.

Sincerely,  
Sutter Health Plus