

## What you need to know about 2021-22 pharmacy changes

We are changing our pharmacy benefits manager (PBM) to Navitus. The change will take place Oct. 1, 2021. For OEGB members, this means:

- New ID cards
- Changes to the prescription drug list
- Changes to the pharmacy network
- A new mail-order pharmacy option

To learn more about these changes, please take a look at the following FAQs.

### Q: Will I get a new ID card?

Yes. A new member ID card will be mailed to you in September 2021. Please remember to show your new ID card at the pharmacy when you have your first prescription filled after Sept. 30, 2021.

If you don't have a new ID card on hand, you will need to share the following information with your pharmacy starting Oct. 1, 2021:

PCN: NVT

BIN: 610602

Rx group: OEGB

### Q: Will I still be able to get my prescriptions and use my current pharmacy?

We are focused on making sure members will be able to access a broad range of pharmacies to meet your prescription needs. If there's a change that will negatively impact your coverage, we will contact you with details about what you need to do.

Starting Oct. 1, 2021, Walgreens pharmacies will be in-network and CVS pharmacies will be out-of-network. There are over 600 pharmacies in Oregon and around 52,000 pharmacies nationwide in the pharmacy network.

### Q: How do I find a pharmacy in the 2021-22 network?

You can locate a pharmacy with Find Care (Moda's online provider directory), at [modahealth.com/oebb](http://modahealth.com/oebb). Select the 2022 NW Prescription Drug Consortium Core network to find in-network pharmacies.

Starting Oct. 1, 2021, the Pharmacy Search tool in your Member Dashboard will reflect the new 2021-22 pharmacy network.

You can also call your Health Navigator team at 866-923-0411.

### Q: What if I use a mail-order or specialty pharmacy?

Postal Prescription Services (PPS) will continue to be a mail-order option. Costco is being added as a mail-order option starting Oct. 1, 2021. You will find links to the mail-order forms in your Member Dashboard.

Your specialty pharmacy, Ardon Health, will remain the same.

### Q: Will I still have online access to all the tools I use today?

Yes. The website might look different, but you will have access to the same pharmacy tools.

### Q: Will I still have access to my pharmacy claims history?

Yes. To view your prior prescription claims history after Oct. 1, 2021, you must log in to your Member Dashboard before Sept. 30, 2021. After you log in, select the Pharmacy tab on the top of the screen, and then select the MedImpact member portal link in the Resources box.

Prescription claims history may be needed to request reimbursement from your health savings account or flexible



pending account, or for tax purposes.

### **Q: If I paid out-of-pocket and need to submit a claim, will I need to do anything different?**

The claims process is the same. However, for prescription drugs filled before Oct. 1, 2021, you will need to complete a prescription reimbursement claims form found under “Forms” in your Member Dashboard or the Pharmacy Services page. Then, mail or fax it to:

#### **Moda Health**

Attn: RX Claims Department  
P.O. Box 40168  
Portland, OR 97240-0168  
Fax: 800-207-8235

For prescriptions filled on or after Oct. 1, 2021, there will be a new Prescription Drug Claim form you will need to complete. You can find this form in your Member Dashboard. These claims will need to be mailed or faxed to:

#### **Pharmacy Manual Claims**

P.O. Box 999  
Appleton, WI 54912-0999  
Fax: 855-668-8550

## **Questions?**

We're here to help. Call us at **866-923-0411**.  
TTY users, please dial 711.

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ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

注意：如果您說中文，可得到免費語言幫助服務。請致電 1-877-605-3229（聾啞人專用：711）