



**** Change of Pharmacy Benefit Manager to Express Scripts Starting January 1, 2017 ****

Summary of change: Effective January 1, 2017, Simply Healthcare Plans, Inc. (Medicare and Medicaid), Better Health, Inc. and Clear Health Alliance will be using Express Scripts (ESI) as its pharmacy benefit manager (PBM) for necessary prescription drugs.

What this means to you: For your information only; no immediate action is necessary.

What is the impact of this change?

Beginning January 1, 2017 we will be using Express Scripts (ESI) as our new PBM.

As a result of this PBM migration, effective January 1, 2017 some Plan members may need to change their current pharmacy provider to an ESI network pharmacy. Please note that all pharmacy providers not on the ESI network will, for a period of 60 days after January 1, 2017, honor all prescription refills and new prescriptions presented prior to January 1, 2017 for a period of 60 days to ensure continuity of care and smooth transition to a participating pharmacy.

All members will be receiving new Member ID cards that will be effective on January 1, 2017. The new Member ID card will have the new pharmacy information needed to fill their prescription drugs.

Should members have any questions, please have them call the Member Services number that is reflected on the back of their Member ID Card.

Contact Us

Provider Services: (877) 915-0551

Eligibility Verification, Prompt # 1

Referrals and Authorizations, Prompt # 2

Claims Status, Prompt # 3

Provider Relations, Prompt # 4

Pharmacy Department, Prompt # 5

Email: provideradministration@simplyhealthcareplans.com