



MASSACHUSETTS

THE MAIL ORDER WITH RETAIL CHOICE PROGRAM SAVES YOU MONEY

This program is automatically included for accounts with up to 50 members, and is available as an opt-in for accounts with 51+ members.

Maintenance medications, also known as long-term medications, are prescribed to treat chronic conditions, such as high blood pressure and diabetes. The Mail Order with Retail Choice Program encourages members to switch their maintenance medications from 30-day fills at a retail pharmacy to 90-day fills through the mail service pharmacy. When members switch to the mail service pharmacy, they'll pay lower copays¹ for their maintenance medications, and you'll see savings on your pharmacy costs.

BENEFITS OF THE PROGRAM



You'll see savings when members use the mail service pharmacy.



Members pay 33% less for 90-day supplies of most maintenance medications.



Members are less likely to miss a dose, leading to healthier employees.

WHAT HAPPENS IF A MEMBER DOESN'T SWITCH?

Switching to the mail service pharmacy isn't a requirement of the program. Members can opt out annually from using the mail service pharmacy by calling CVS Customer Care at 1-877-817-0477 (TTY: 711), and continue to fill their prescriptions at a retail pharmacy. **If they don't opt out, they'll be responsible for paying the full retail cost of their medications if they continue to use a retail pharmacy after their second fill.**

To give members enough time to opt out, they can fill two 30-day supplies at a retail pharmacy.

¹ In most cases for eligible maintenance medications. Check plan materials for more details.

(continued)

MEMBER COMMUNICATIONS TIMELINE

30 Days Before Plan's Effective Date	Go Live	First 30-Day Refill	Second 30-Day Refill	Ongoing
Welcome letter sent to members, informing them of the program.	Members who haven't switched to the mail service pharmacy, or opted out, receive coverage for two 30-day fills per eligible medication at a retail pharmacy.	Members fill their prescriptions as usual.	Trigger letter sent to members, reminding them of the program and what steps they need to take.	Beginning with the third 30-day fill at a retail pharmacy, members pay the full retail cost for their medications if they haven't switched to the mail service pharmacy, or opted out.

HOW MEMBERS CAN SWITCH TO THE MAIL SERVICE PHARMACY

1

Download the MyBlue app, or create an account at bluecrossma.org.

2

Once signed in, click **Pharmacy Benefit Manager** under **My Medications**.

3

Go to **Start Rx Delivery by Mail** under **Prescriptions**.

Questions?

If you have any questions, contact your account executive.



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Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).