

## **CuraScript to leave the Specialty Pharmacy Medical Network – September 1, 2013**

CuraScript, Express Script's specialty pharmacy, will leave the WLP medical specialty pharmacy network effective September 1, 2013. Most members using specialty drugs covered under the member's medical benefit will transition to Coram Rx Specialty Pharmacy or CVS Caremark Specialty Pharmacy, the two remaining medical specialty pharmacies in the medical specialty pharmacy network.

**Important to Note:** CuraScript will continue to be a provider in the specialty pharmacy network for medications covered under the **pharmacy** benefit.

**CuraScript will transition to the Accredo brand for Commercial business on September 1, 2013. Information included in this FAQ that applies to CuraScript will apply to Accredo following the September 1 rebranding.**

## **Frequently Asked Questions**

### **Q. What is the medical specialty pharmacy network?**

**A.** The medical specialty pharmacy network is the list of specialty pharmacies contacted with WLP to provide specialty medications to members that are billed under the **member's medical benefit**. While specialty medications billed under the medical benefit are frequently administered in a provider's office, sometimes they are also self-administered or administered in the home.

### **Q. How is this different from when a member gets a specialty medication that is covered under the pharmacy benefit?**

**A.** Specialty medications administered in a doctor's office or provided by a nurse/clinician in a home setting are typically covered under the medical benefit. Self-injected or oral specialty medications are typically covered under the pharmacy benefit.

### **Q. When is CuraScript leaving the network?**

**A2.** The termination date originally proposed was July 1, 2013. WellPoint requested and ESI accepted an **extension to September 1, 2013**.

### **Q. But CuraScript will remain in the specialty pharmacy network for specialty drugs filled under the pharmacy benefit?**

**A.** Correct – CuraScript will continue in the specialty pharmacy network for members filling specialty medications through the pharmacy benefit.

### **Q. This is confusing – how can CuraScript continue to fill specialty drugs covered by the member's pharmacy benefit but not the medical benefit?**

**A.** There are two separately contracted networks. The medical benefit specialty pharmacy network is contracted separately from the pharmacy benefit specialty pharmacy network. This change does not impact CuraScript' participation in the pharmacy benefit specialty pharmacy network

**Q. What pharmacies will continue to be in the medical benefit specialty pharmacy network?**

**A.** Coram Rx Specialty Pharmacy and CVS Caremark Specialty Pharmacy (dba Procure Pharmacy Direct) will continue to dispense specialty medications that are covered under the members' medical benefit.

**Q. Will a medical claim be paid for service at CuraScript prior to September 1, but the claim is not submitted/processed to WellPoint plan after September 1?**

**A.** Yes, claims will be processed following standard claim payment processes based on date of service prior to September 1.

### **Member Impact**

**Q. What changes for members?**

**A.** For most members, the goal is a seamless transition from CuraScript to Coram or Caremark. A transfer is needed to one of the medical benefit specialty pharmacies in order to continue to process medications as in-network after September 1, 2013.

**Q. Will this change the member's health or pharmacy benefits?**

**A.** No, the member's health and pharmacy benefits do not change as a result of CuraScript leaving the medical specialty pharmacy network. Many groups have a July renewal date, and as a result, members may see changes in their health or pharmacy benefits. This may cause some confusion for members, but this specific change does not alter the benefit.

**Q: Under what circumstance would a member remain at CuraScript to process a specialty medication under the medical benefit?**

**A:** There are limited distribution (medications that there are only a few specialty pharmacies with access to provide the medication) medications that CuraScript has access to, that Coram and Caremark do not. In this scenario, the member would continue filling the prescription for a limited distribution drug through CuraScript.

**Q. How will members know which pharmacy will be filling their prescription?**

**A.** Most members will be able to choose between Coram Rx Specialty Pharmacy or CVS Caremark Specialty Pharmacy. Members will be sent letters prior to July 1 asking them to call at 800-719-4871 (Monday –Friday, 8 am to 6 pm ET) to choose either Coram or Caremark. Members who do not respond by August 1 will be automatically transitioned to either Coram or Caremark by September 1 in order to prevent disruption to therapy. However, at any point after September 1 the member can choose to move their prescription to another provider.

**Q. Will members be immediately transferred to Coram or Caremark when they call 800-719-4871 to make their pharmacy choice?**

A. No, the WellPoint Pharmacy Operations team will keep track of members' choices when they call 800-719-4871, but the transfer will not occur until September 1. Until then, member will continue to be serviced by CuraScript.

**Q. Will impacted members that start on service at CuraScript after the member letters are mailed be contacted?**

A. We will plan to do a lag mailing in early August to any utilizing, impacted members not included in the original mailing.

For any new medical benefit specialty prescriptions received by CuraScript between July 1 and September 1, CuraScript will alert the prescribing provider and member that CuraScript will be leaving the medical specialty pharmacy network on September 1. If the member chooses to use CuraScript now, the member's prescription will have to be transferred to Coram or Caremark on September 1. Contact information for both Coram and Caremark will be provided if the member wishes to start service and not to have to transitioned later.

**Q. Will members have to contact Coram or Caremark to transfer their prescriptions?**

A. Assuming there are refills left on the member's prescription, CuraScript will work with Coram or Caremark directly to transfer the prescription on or prior to September 1. The pharmacy that receives the transferred prescription will contact to the member to set up profile information in order to coordinate the next refill order prior to 'need by' date.

**Q. What is the contact information for Coram and Caremark?**

- Coram Rx Specialty Pharmacy  
877-267-2679 or CoramRx.com
- CVS Caremark Specialty Pharmacy  
800-238-7828 or cvscaremarkspecialtyrx.com

**Q. Can Coram and Caremark fill prescriptions for specialty medications covered under the pharmacy benefit?**

A. Under typical circumstances, Coram and Caremark do not fill specialty pharmacy prescriptions under the pharmacy benefit. Neither pharmacy is in the pharmacy benefit specialty pharmacy network.

However, if CuraScript was unable to fill a specialty drug under the pharmacy benefit to due availability or the drug is a limited distribution drug distributed only by Coram or Caremark, CuraScript could transfer the prescription to Coram or Caremark for dispensing.

**Q. If a member does not have remaining active refills on September 1, will the member be transferred to Coram or Caremark?**

A. No, only active prescriptions (a prescription that has a refill remaining) can be transferred to Coram and Caremark. If a member contacts CuraScript after September 1, CuraScript's customer service will inform the member that CuraScript is no longer in the medical benefit specialty network. CuraScript

customer service will provide the member with the contact information for Coram and Caremark to coordinate future fills.

**Q. Will personal profile and payment information on file with CuraScript transfer to Coram or Caremark?**

**A.** No, only active prescription information is transferred from CuraScript to Coram and Caremark. Coram and Caremark will contact the member after September 1 to complete profile and payment setup prior to the member’s first fill through these pharmacies.

**Q. How many members are currently using CuraScript to access specialty medications covered under the medical benefit?**

**A.** Approximately 6200 members are currently using CuraScript to get specialty drugs through their medical

	<b>commercial members</b>	<b>senior Members</b>	
<b>Plan</b>			
Anthem Blue Cross - CA	2,904	24	
Empire - NY	1,624	685	
Anthem Blue Cross Blue Shield –CT	296	3	
Anthem Blue Cross Blue Shield –OH	155	29	
Anthem Blue Cross Blue Shield –IN	91	8	
Blue Cross Blue Shield GA	105	2	
Anthem Blue Cross Blue Shield- MO	96	3	
Anthem Blue Cross Blue Shield-CO	67	3	
Anthem Blue Cross Blue Shield-KY	33	1	
Unicare	10	0	
Anthem Blue Cross Blue Shield-ME	21	0	
Anthem Blue Cross Blue Shield-NV	7	0	
Anthem Blue Cross Blue Shield-NH	12	0	
Anthem Blue Cross Blue Shield-WI	8	0	
Anthem Blue Cross Blue Shield –VA	3	2	
<b>Total</b>	<b>5,432</b>	<b>760</b>	<b>6,192</b>

**Q. Are there members using CuraScript to fill specialty medication under the pharmacy benefit and the medical benefit?**

**A.** Yes, there are approximately 200 members getting specialty drugs through CuraScript under both benefits. The members' specialty medications covered under the pharmacy benefit are not impacted.

**Q. How will members getting specialty drugs through CuraScript under both benefits be notified?**

**A.** A version of the member letter will be sent to these members explaining that drugs covered under the member's medical benefit will transition to the pharmacy they choose, either Coram or CVS Caremark; drugs covered under the member's pharmacy benefit will continue to be filled by CuraScript.

**Q: Many CA primary medical groups (PMG) are delegated to perform utilization management (UM) for CA HMO members. How will it be determined which medical specialty pharmacy these groups' patients are transferred to?**

**A:** HMO members assigned to the PMG will receive communications regarding this network change. However, the PMG may also opt to re-direct the HMO member to one of our in-network medical specialty pharmacies or home infusion therapy (HIT) providers and amend the authorization. PPO members will also receive communications, however, the UM function is performed by Anthem Blue Cross Specialty Pharmacy Medical Management (SPMM) or UM teams.

#### **Physician Impact**

**Q. Will prescribers of medical specialty pharmacy drugs currently dispensed by CuraScript be notified about this change in the medical specialty pharmacy network?**

**A.** Prescribers will be notified with a letter that lists the members impacted and the drugs they are prescribed. There will also be articles in the Provider Network Update newsletters for each health plan.

**Q. Will active medical specialty authorizations be transferred to the member's new pharmacy?**

**A.** Yes, WellPoint will support the transfer of active medical specialty authorizations from CuraScript to Coram and Caremark prior to September 1.

**Q. What happens if a prescriber sends a medical specialty pharmacy prescription to CuraScript after September 1?**

**A.** If a medication is to be processed under the medical benefit that CuraScript cannot provide, they will alert the prescribing provider that they are out of network processing the medication under the medical benefit. They will provide contact information to the prescriber for Coram and Caremark as alternative medical specialty pharmacy providers.

#### **Employer/Producer Impact**

**Q. Will employers/producers be sent letters about this change?**

**A.** Employers and producers will not be sent letters. Employers will be sent emails alerting them to the change on June 27. To inform producers, an article will appear in the producer newsletter on June 27.

**Q. Who should employers and producers contact for additional information?**

**A.** The employer or broker will continue to contact the appropriate sales/account team member the employer or broker uses for other pharmacy questions. Pharmacy account teams will be trained so they can serve as the local pharmacy resource.

**Q. Will account teams be provided with a list of employer groups with impacted employees?**

**A.** Yes, they will have member impact available specific to their group(s) for reference.