

&lt;DATE&gt;

&lt;GROUP NAME&gt;

Attn: &lt;GROUP CONTACT FULL NAME&gt;

&lt;ADDRESS 1&gt;

&lt;ADDRESS 2&gt;

&lt;CITY&gt;, &lt;STATE&gt; &lt;ZIP&gt;

**Re: Pharmacy Benefit Manager Transition and Changes to ID Cards**

Blue Cross and Blue Shield of Kansas City (Blue KC) wants to provide you with some helpful information regarding changes to pharmacy benefits and member ID cards that will occur beginning on January 1, 2020. You'll find details on both topics in the two sections that follow:

**PHARMACY BENEFIT MANAGER TRANSITION**

Beginning January 1, 2020, pharmacy benefits for Blue KC will be administered by a new pharmacy benefit manager (PBM). The new PBM, OptumRx, is an independent company that has been contracted to provide certain services related to Blue KC's prescription drug coverage.

This new partnership will allow Blue KC to drive greater affordability for our customers through highly competitive pricing and continued innovation. Members will enjoy a simpler, more personalized pharmacy benefit experience and the enhanced programs, services and tools available with our new PBM.

Here are some more details about this transition:

- **ID Cards:** If eligibility file deadlines are met, all members should receive a new ID card in December to replace their current one. The new card will have updated pharmacy information and members will be directed to show their new card at the pharmacy and any point of care beginning on January 1. Members can also access a digital version of their current ID card by logging into their member portal at [MyBlueKC.com](http://MyBlueKC.com). Digital ID cards for 2020 will be available beginning January 1, 2020. See the section below for information about other changes to the 2020 ID cards.
- **Specialty Pharmacy:** Beginning January 1, specialty pharmacy services will be provided by Optum Specialty Pharmacy. Members who use a specialty drug purchased through Accredo will receive a letter from Blue KC in November with detailed transition information (see sample version enclosed), as well as a follow-up phone call to help answer any other questions.

*(continued)*

- **Home Delivery Program:** Beginning January 1, home delivery will be provided by our new PBM. Most existing home delivery prescriptions will automatically transfer to our new home delivery pharmacy. Certain controlled substances and prescriptions that have expired will require a new prescription from a doctor. All members impacted by this change will receive a letter from Blue KC in December with detailed transition information (see sample version enclosed).
- **Network Changes:** A small number of members may need to find alternative pharmacies based on network changes. Any member impacted by a network change will receive a letter from Blue KC in December with detailed transition information (see sample version enclosed).
- We've launched [BlueKC.com/pharmacy](https://BlueKC.com/pharmacy) as the go-to destination for the most current information about pharmacy programs and benefits offered by our new PBM. The site includes network details, a pricing overview, Frequently Asked Questions and more. Please feel free to share with your employees.

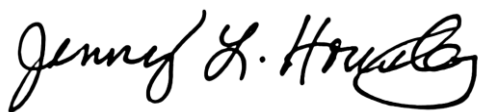
## CHANGES TO MEMBER ID CARDS

As noted above, Blue KC will be reissuing member ID cards for 2020 that reflect new pharmacy information. Additionally, we will be making the following changes on these new cards to help simplify and improve the member experience:

- **Copays:** Copays and member responsibility can vary based on different services, providers and other circumstances. We are removing copay references from ID cards to reduce member confusion at the point of care.
- **Behavioral Health Contact Information:** New ID cards will now have the clear description of *Behavioral Health and Substance Use* next to the customer service phone number related to those benefits.

If you have any additional questions about these changes, please contact your Blue KC representative.

Sincerely,



Jenny L. Housley  
Senior Vice President and Chief Marketing Officer

