

Your prescription drug plan is changing, July 1, 2026.

Lineage has selected Blue Cross Blue Shield of Michigan and Blue Care Network's prescription drug plan for you, starting July 1, 2026. You'll receive a new member ID card before this date. To ensure you have an easy transition, read about the following changes that may affect you.

Most important to know and take action:

- We'll send you a new ID card that reflects your new pharmacy ID. Due to this and other processing information changes, make sure you bring this ID card with you for the first fill at the pharmacy after July 1. You can also download the digital app today that will update to show your virtual ID card at the pharmacy on July 1.
- Your formulary is changing to the Blue Cross Premium Drug List available at bcbsm.com/premiumdruglist. Some medications may be excluded, moved to a different tier or require prior authorization, so please review this letter if you're affected by these changes.
- We'll automatically transfer your prior authorization from your current prescription drug plan to Blue Cross.
- If you currently receive your mail-order medications from Optum Home Delivery, we have transferred over any remaining refills. You'll need to call and schedule your first delivery after July 1.
- If your specialty drug prescription is currently being filled by Optum Specialty Pharmacy and you still have refills, Blue Cross will transfer these to Walgreens Specialty Pharmacy on your behalf. Walgreens Specialty Pharmacy will call to give you information about their pharmacy closer to July 1 to help set up your first fill.
- If you're taking a medication included in the High-Cost Drug Discount Optimization Program, powered by PillarRx, you'll receive a letter from PillarRx after July 1. They will help you enroll in a coupon program, and only your out-of-pocket expenses will contribute to your deductible or out-of-pocket maximum.

Filling your prescriptions

Show your member ID card and prescription to a pharmacist at more than 2,200 pharmacies in Michigan and 65,000 pharmacies nationwide. That includes most major chains. To locate a pharmacy, log in to your secure member account at bcbsm.com or on our mobile app:

- Click on *My coverage*.
- Click on *Prescription*.
- Click on *Find a pharmacy*.

New users will be required to register before logging in.

Our mobile app is available through the App Store® and Google Play™. Search for **BCBSM**.

To register, follow the directions below.

- Visit **bcbsm.com**
- Click on *LOGIN*
- Click on *Members*
- Click on *Register for a new account*
- *Complete the information*

For help with the Blue Cross Blue Shield of Michigan app, call App Support at **1-888-417-3479** from 8 a.m. to 8 p.m. Monday through Friday.

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Drug Lists

Your health is important to Blue Cross. Our goal is to provide you with safe, high-quality prescription drug therapies while also keeping your prescription costs low.

Starting July 1, 2026, your prescription drug plan will cover drugs on the *Premium Drug List*. To view the *Premium Drug List*, go to bcbsm.com/premiumdruglist.

If your medication isn't covered on the *Premium Drug List* and you fill prescriptions for this drug on or after **July 1, 2026**, you'll be responsible for the full cost. Please speak with your provider about switching your medication to a covered alternative.

As a reminder, any over-the-counter drug that isn't mandated by ACA coverage, even those with an equivalent available by the pharmacy, won't be covered by the plan. Examples of these medications include generics for Flonase, Zyrtec, Tylenol, etc.

Prior authorization and step therapy

The prior authorization and step therapy programs ensure you receive the most appropriate and cost-effective drug therapies. We require prior authorization for some medications because we need additional clinical information to determine whether the drug is the safest and most effective option for you.

To make your transition to Blue Cross easier, Blue Cross is transitioning any active prior authorizations from United Health Care to allow you to continue to take medications that you were taking prior to July 1, 2026. Your authorization will remain in effect until the end date provided by your previous prescription drug plan.

If your prescription requires prior authorization, ask your doctor about treatment options. Your doctor can request prior authorization by fax, electronic prior authorization or by calling the Pharmacy help desk at **1-800-437-3803**. After your doctor submits all necessary documents, most prior authorizations are reviewed within nine days, and a decision is made within 15 days.

The clinical criteria for prior authorization are based on current medical information and the

recommendations of the Blue Cross Pharmacy and Therapeutics Committee — a group of physicians, pharmacists and other experts. You may pay the full cost of the drug if your doctor doesn't obtain prior authorization approval.

For some drugs, we require step therapy. That means trying less-expensive options before resorting to more expensive drugs. We may require treatment with one or more preferred drugs. >

Tier changes

Certain drugs may belong to a tier that differs from your previous carrier, which means your copay for prescriptions may change. Please review the drug list for covered alternatives that are lower cost.

To find this information online, do the following:

1. Go to bcbsm.com/druglists.
2. Click on your plan type.
3. Click **Premium Drug List**.

Additionally, you can talk to your doctor about a lower-cost alternative for your prescription drug.

Optum Home Delivery pharmacy

Through your prescription drug plan, you can get up to a three-month supply of most prescription drugs delivered right to your door. You'll typically pay less by getting up to a three-month supply. Home delivery is easy, safe and convenient.

When you use our home delivery service, you can count on:

- Free standard shipping, in a plain weather resistant pouch
- Convenient deliveries to your home or office
- A registered pharmacist is available to answer questions 24 hours a day, seven days a week
- Refill orders placed at your convenience, by telephone or online

There are three ways to transition to a three-month supply and avoid paying more:

- Visit bcbsm.com and log in to your secure member account. Click *My Coverage*, then *Prescription*, then *Order online*.
- Log in to our **Blue Cross Blue Shield of Michigan** mobile app and tap *My Coverage*, then *Prescription*, then *Mail Order*.
- Call the Optum Home Delivery pharmacy; they'll contact your doctor to get your new three-month supply prescription.
 - Blue Cross Blue Shield of Michigan members, call **1-855-811-2223**. TTY: **711**.

If your home delivery prescription still has refills remaining and can be transferred, Blue Cross will be transferring these to Optum Home Delivery Pharmacy on your behalf. Please contact Optum home delivery at least seven to ten business days before your first fill through Blue Cross to ensure no gaps in care. If you currently have automatic refills, this will not transfer and will require you to make an outreach in order to get the first fill and re-enroll in auto refill.

Specialty drugs and pharmacies

Walgreens Specialty Pharmacy will become your exclusive provider of specialty drugs.

Specialty drugs are high-cost prescription medications that require special handling, administration or monitoring. These drugs treat complex conditions, such as cancer, chronic kidney failure, multiple sclerosis, organ transplants and rheumatoid arthritis.

If you have questions, call the Walgreens Specialty Pharmacy team of pharmacists and patient care coordinators at 1-866-515-1355, 24 hours a day, seven days a week. Doctors can send a new prescription by one of the following methods:

- Fax: **1-866-515-1356**
- Electronically: E-prescribing name is Walgreens Specialty Pharmacy – MICHIGAN
- Phone: **1-866-515-1355**

If your specialty drug prescription still has refills remaining, Blue Cross will transfer them to Walgreens Specialty Pharmacy on your behalf. Please contact Walgreens Specialty Pharmacy at least seven to ten business days before your first Blue Cross fill to ensure no gaps in care. A member of the Walgreens team will also call you to create your patient profile.

Good information to know; no action required.

High-Cost Drug Discount Optimization Program, powered by PillarRx

Your employer is offering you the High-Cost Drug Discount Optimization Program, powered by PillarRx, which can help you save money on certain expensive medications.

If you're taking a medication included in this program, you'll receive a letter from PillarRx. In addition, a representative from PillarRx will call you in the next few weeks to help you enroll and explain how the program works. Typically, your copay will be lower, or you may pay nothing at all. Ensure that your main phone number is current with your benefits administrator.

If you have any questions, call the PillarRx copay assistance team at **1-517-583-3944**.

Drug Adherence Discount Program, powered by Sempre Health

The Drug Adherence Discount Program, powered by Sempre Health, can save you money on medication for chronic conditions and is free. If you've filled a prescription for one of the qualifying medications, you'll receive a letter from Sempre Health requesting that you enroll.

After you enroll, Sempre Health will send text messages** or email reminders, based on your preferences, when it's time to refill your prescription. When you refill and get your prescription on time, you'll earn a discount on the copay. Give the pharmacy the discount code from text messages or emails. Monthly discounts increase as you refill your prescription on time.

**Message and data rates may apply. Visit enroll.semprehealth.com/bcbsm for *Terms and Conditions of Use and Privacy Practices*. Blue Cross Blue Shield of Michigan and Blue Care Network don't own or control this website. Blue Cross and BCN have contracted with Sempre Health, an independent company, to provide a drug discount program.

HelpScript

HelpScript is a program that does just that, helps you with specialty scripts that are paid for through the Blue Cross Blue Shield of Michigan medical benefit. It takes the stress off your wallet when the cost of a prescribed drug for a rare or chronic condition may be more than you expected, or more than you can afford.

HelpScript's dedicated patient advocates will help you every step of the way to get the care you need while reducing or eliminating high out-of-pocket costs. Whether it's an infusion that's received in a home or clinic setting, you'll have peace of mind knowing you're saving money and getting support.

Patient advocates will:

- Explain how the service works and discuss eligible medications
- Guide you through the manufacturer assistance application process
- Interpret your explanation of benefits, or EOB, so you can see how payments are coordinated
- Answer questions you have about the service

If you're taking a medication included in this program, you'll receive a letter from HelpScript. In addition, a representative from HelpScript will call you if you have an impacted medication to help you enroll and explain how the program works. Typically, you may pay nothing at all for drugs in this program. Ensure that your main phone number is current with your benefits administrator.

If you have any questions, you can call HelpScript to speak with a patient advocate at **1-833-807-4776**. Patient advocates are available from 8 a.m. to 8 p.m. Eastern time, Monday through Friday.

Learn about your prescription drug plan

Learn more about your pharmacy benefits at bcbsm.com/pharmacy or by logging in to your secure member account at bcbsm.com or on our mobile app. Then click **Prescription** on the **My Coverage** tab.

If you have any questions, call the Customer Service number on the back of your member ID card.

Sincerely,

The Pharmacy Services Team

We Speak Your Language

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge.

Call 877-469-2583 TTY: 711 or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También se ofrecen, sin costo alguno, ayuda y servicios auxiliares adecuados para proporcionar información en formatos accesibles. Llame al 877-469-2583 TTY: 711 o hable con su proveedor.

تنبيه: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية المجانية متوفرة لك. تتوفر أيضًا المساعدات والخدمات المساعدة المناسبة لتوفير المعلومات بتنسيقات يسهل الوصول إليها مجانًا. اتصل برقم 877-469-2583 TTY: 711 أو تحدث إلى مزود الخدمة الخاص بك.

注意: 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。请致电 877-469-2583 (TTY: 711) 或咨询您的服务提供商。

• 877-469-2583 TTY: 711
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LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ và dịch vụ phù hợp để cung cấp thông tin bằng các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi số 877-469-2583 TTY: 711 hoặc trao đổi với người cung cấp dịch vụ của bạn. VĚMENDJE: Nëse flisni shqip, shërbime falas të ndihmës së gjuhës janë në dispozicion për ju. Ndiha të përshtatshme dhe shërbime shtesë për të siguruar informacion në format të përdorshme janë gjithashtu në dispozicion falas. Telefononi 877-469-2583 TTY: 711 ose bisedoni me ofruesin tuaj të shërbimit.

알림: 한국어를 사용하는 경우 언어 지원 서비스를 무료로 이용할 수 있습니다. 정보를 접근 가능한 형식으로 제공받을 수 있는 적절한 보조 기구와 서비스도 무료로 이용할 수 있습니다.

877-469-2583 TTY: 711 번으로 전화하거나 담당 기관에 문의하십시오.

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 877-469-2583 TTY: 711 নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 877-469-2583 TTY: 711 lub porozmawiaj ze swoim usługodawcą.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 877-469-2583 TTY: 711 an oder sprechen Sie mit Ihrem Provider.

ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l'877-469-2583 TTY: 711 o parla con il tuo fornitore.

注: 日本語を話される場合、無料の言語支援サービスをご利用いただけます。情報をアクセスしやすい形式で提供するための適切な補助器具やサービスも無料でご利用いただけます。877-469-2583 TTY: 711 までお電話いただくか、ご利用の事業者にご相談ください。

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных

форматах также предоставляются бесплатно. Позвоните по телефону 877-469-2583 TTY: 711 или обратитесь к своему поставщику услуг.

PAŽNJA: Ako govorite srpsko-hrvatski, dostupne su vam besplatne usluge jezične pomoći. Odgovarajuća pomoćna pomagala i usluge za pružanje informacija u pristupačnim formatima također su dostupni besplatno.

Nazovite 877-469-2583 TTY: 711 ili razgovarajte sa svojim pružateljem usluga.

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na karagdagang tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 877-469-2583 TTY: 711 o makipag-usap sa iyong provider.

Discrimination is against the law

Blue Cross Blue Shield of Michigan and Blue Care Network comply with Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). Blue Cross Blue Shield of Michigan and Blue Care Network does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Blue Cross Blue Shield of Michigan and Blue Care Network:

Provide people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as: qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic formats, other formats). Provide free language services to people whose primary language is not English, which may include qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, call the Customer Service number on the back of your card. If you aren't already a member, call 877-469-2583 or, if you're 65 or older, call 888-563-3307, TTY: 711. Here's how you can file a civil right complaint if you believe that Blue Cross Blue Shield of Michigan or Blue Care Network has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, fax, or email with:

Office of Civil Rights Coordinator
600 E. Lafayette Blvd., MC 1302
Detroit, MI 48226
Phone: 888-605-6461, TTY: 711
Fax: 866-559-0578

Email: CivilRights@bcbsm.com

If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights electronically through the [Office for Civil Rights Complaint Portal website](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf) <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail, phone, or email at:

U.S. Department of Health & Human Services
200 Independence Ave, SW
Room 509, HHH Building
Washington, D.C. 20201
Phone: 800-368-1019, TTD: 800-537-7697

Email: OCRComplaint@hhs.gov

Complaint forms are available on the U.S. Department of Health & Human Services [Office for Civil Rights website](https://www.hhs.gov/ocr/complaints/index.html) <https://www.hhs.gov/ocr/complaints/index.html>.

[This notice is available at Blue Cross Blue Shield of Michigan and Blue Care Network's website: https://www.bcbsm.com/important-information/policies-practices/nondiscrimination-notice/](https://www.bcbsm.com/important-information/policies-practices/nondiscrimination-notice/)