



# IMPORTANT PHARMACY UPDATE

From Blue Shield of California Promise Health Plan

**On January 1, 2022**, the Department of Health Care Services (DHCS) will change your pharmacy benefit. Your prescription medications will be covered by “Medi-Cal Rx”. This means that you will get your Medi-Cal covered prescriptions through Medi-Cal Rx instead of Blue Shield Promise.

**This will not change your Medi-Cal eligibility, benefits, or enrollment with Blue Shield Promise.**

Starting January 1, 2022, show your Medi-Cal Benefits Identification Card (BIC) at the pharmacy. The pharmacy may use your BIC to look up your information. Always bring your Blue Shield Promise member ID card and your BIC to all doctor and hospital visits.

Most people will not need to switch their medications as a result of this change. The list of drugs that might need approval may be different than the list Blue Shield Promise uses. We have shared information about these changes with your doctors and pharmacies. Your doctor may need to get approval to refill your prescriptions. He or she may talk to you about changing to a medication that does not require prior approval.

## Learn more about Medi-Cal Rx



### By phone

- **On or before December 31, 2021**

- If you have questions about your medication, or other pharmacy services, please call Blue Shield Promise. Our phone number is on your member ID card.
- If you have questions about Medi-Cal Rx, call the Medi-Cal Member Help Line at **(800) 541-5555 [TTY: (800) 430-7077]**, Monday through Friday, 8 a.m. to 5 p.m.

- **On or after January 1, 2022**

If you have questions about Medi-Cal Rx, including pharmacy complaints, appeals, and grievances, call the Medi-Cal Rx Customer Care Center at **(800) 977-2273**, 24 hours a day, seven days a week, or **711** for TTY, Monday through Friday, 8 a.m. to 5 p.m.



### Online

- Visit the DHCS Medi-Cal Rx page at **Medi-CalRx.dhcs.ca.gov**
- For more information about **Medi-Cal Rx**, including frequently asked questions (FAQs), visit **blueshieldca.com/promise/medi-cal**.



## Key things to remember

- ✓ Your Medi-Cal prescriptions will be covered through Medi-Cal Rx instead of Blue Shield Promise starting January 1, 2022.
- ✓ Your Medi-Cal medical benefits will continue to be covered by Blue Shield Promise.
- ✓ Always have your Blue Shield Promise ID card and your Medi-Cal BIC with you. Starting January 1, 2022, you may need to show your BIC card when you go to the pharmacy.

Please call Blue Shield Promise for any medical benefit questions.

Get 24/7 access to your digital ID card and plan information. Log in or create an account at [blueshieldca.com/login](https://blueshieldca.com/login).

Blue Shield of California Promise Health Plan is contracted with the Department of Health Care Services (DHCS) to provide managed care services in San Diego County. Blue Shield of California Promise Health Plan is contracted with L.A. Care Health Plan to provide Medi-Cal managed care services in Los Angeles County.

Blue Shield of California Promise Health Plan complies with applicable state laws and federal civil rights laws and does not discriminate, exclude people or treat them differently, on the basis of race, color, national origin, ethnic group identification, medical condition, genetic information, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, mental disability or physical disability.