

Network Provider Update

To: Network providers

January 2021

From: Brian Nguyen, Pharm.D. 
Principal Pharmacist
Formulary Strategy and Pharmacy and Therapeutics

Subject: **2021 provider website updates for Blue Shield of California Promise Health Plan**

The Blue Shield of California Promise Health Plan provider website has been updated to reflect the following changes in pharmacy benefit management, effective January 1, 2021:

- Our Medicare contract has been transferred to Blue Shield of California. Information about the Medicare formulary and pharmacy policy is now located on the [Blue Shield of California provider website](#).
- Pharmacy claims are now processed by CVS Health. Please refer to the [Pharmacy Services and Drug Formularies page](#) on the Blue Shield Promise provider website for bank identification number (BIN) and processor control number (PCN) information.
- A new page has been created on the Blue Shield Promise provider website for [2020 archived formulary changes](#).

If you have questions about these changes, please call our Provider Customer Care Department at (800) 468-9935, from 8 a.m. to 5 p.m., Monday through Friday.

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