

**January 1, 2026 Transition to Blue Cross and Blue Shield of Illinois (BCBSIL)
Prescription Drug Provider
Frequently Asked Questions**

Blue Cross and Blue Shield of Illinois will replace Express Scripts as the Company's prescription drug provider effective January 1, 2026. With this change, associates will be able to access both their medical and prescription information through BCBSIL. Below are some Frequently Asked Questions to support you with this change.

Will I receive a new ID Card?

Yes. You will receive a new ID card that includes both medical and prescription drug information, and you will have access to one BCBSIL app to make managing these benefits easier.

I am currently receiving my medication through Express Scripts mail order. What action do I need to take to continue receiving my medication?

With the transition to BCBSIL for pharmacy benefits, Express Scripts will remain BBU's mail order pharmacy. Assuming that your prescription is covered under BCBSIL, you do not need to get a new prescription at this time. Your current mail order prescription(s) will continue through Express Scripts and you may continue to use your existing Express Scripts account.

Starting on or after Jan. 1, 2026, please note that your prescription will not automatically be refilled each time. Going forward, you must authorize each refill by taking one of these steps:

1. Call Express Scripts Pharmacy. Please be sure to use the new phone number **(833) 715-0942** for the pharmacy going forward.
2. Use your Express Scripts Pharmacy online account or the pharmacy's mobile app. Follow the instructions to order refills.
3. Complete the refill slip enclosed in your medication package and mail it along with your payment.

You can sign up to receive refill reminders from the pharmacy by phone or email. Once your prescription expires on or after Jan. 1, 2026, your doctor must submit a new prescription to Express Scripts Pharmacy using the information on your new ID card.

I currently have a Smart90 refill at my participating Walgreens. What do I need to do when it is time for my next refill?

With the transition to BCBSIL, Walgreens will remain an option, in addition to Express Scripts mail order, for long-term medicines. Assuming your prescription is covered under BCBSIL, you must present your new ID card to the pharmacist for your next 90-day refill at Walgreens. If you do not, the claim will be processed under the old plan, and it will be denied.

Do I need to get a new prior authorization (PA) approval from my doctor for my medicines?

Active prior authorizations may transfer for January 2026. If your prescription is covered under BCBSIL and your PA transferred, you will not need a new PA approval until your current PA expires. If your prescription is not covered under BCBSIL, your PA will not transfer. You may be able to submit for a coverage exception request instead. If you start treatment after January 1, 2026, you may need a PA approval. Please call the number on your Member ID card for any questions or to confirm your prior authorization transferred.

I use a specialty medication that is being filled through Accredo. What action do I need to take to ensure this continues?

With the transition to BCBSIL, Accredo will remain BBU's specialty pharmacy. Assuming your prescription is covered under BCBSIL and not expired, there is no action you need to take at this time. Your current prescription will automatically continue through Accredo and you may continue using your existing account. If you need a new prescription or if your prescription expires, your doctor must submit a new prescription using the information on your new ID card. If you need to reach Accredo, please be sure to use the phone number **(833) 721-1619** for the pharmacy going forward.

Where can I go to see what medications are covered starting January 1, 2026?

Log into your BCBSIL account <https://mybam.bcbsil.com> and click on Learn More.

Your new group pharmacy coverage will start soon. Explore some key features of your new benefits now. [Learn more](#)

If you log on prior to January 1, 2026, click on [MyPrime](#) to view drugs that are covered. Be sure that the Performance Select Biosimilar Drug list is selected.

Prescription Drugs Covered by Your Plan

Drugs on your new prescription drug list, also known as a formulary, are chosen based on their safety, cost and how well they work. While doctors should prescribe drugs on the continually updated list, treatment decisions are between you and your doctor.

You get the best results about covered medications when you log in to your [member account](#) . Simply use the drug finder tool.

You can find covered prescription drugs without logging into your member account by searching as a guest on [MyPrime.com](#) . You'll need to choose your drug list before you search. If you're not sure the name of the drug list, you can call the number on your member ID card.

After January 1, 2026, you can log in to your account by clicking the [member account](#) link or logging in from <https://mybam.bcbsil.com>.

I received a letter stating that my current prescription is no longer covered under the new plan. What should I do?

The letter you received includes a list of covered alternatives. You can bring the letter you received to your provider to ask about the choices you have. You may also log into your BCBSIL account following the above instructions to view the covered drugs under the plan.

I received a letter stating that the amount I pay for my prescription will change. Why is it changing and what do I need to do?

The prescription drug you are currently taking may not be covered or may be covered at a higher coverage payment tier under the new Performance Select Biosimilar Drug List. Your prescription drug may have a new Dispensing Limit to help make sure the drug is used safely and appropriately. If your drug has a new dispensing limit, you can still get your drug but may have to pay for the cost of the drug beyond what the coverage allows.

The Performance Select Biosimilar Drug List and its Dispensing Limits are available on [bcbsil.com](#). Please refer to the above instructions on how to navigate to the covered drug list.

I received a letter stating that the pharmacy I use is no longer a part of the new pharmacy network. What does this mean?

To save money or maximize your pharmacy benefits, you'll need to switch to a new in-network pharmacy beginning January 1, 2026. You may still get up to a 30-day supply at any in-network retail pharmacy. You can also fill a prescription for up to a 90-day supply of a covered drug at any Walgreens pharmacy.

Visit bcbsil.com to find a full list of in-network pharmacies. Please note that changes may be made to network pharmacies in the future.

Once you pick an in-network pharmacy, you can transfer your prescriptions by doing one of the following:

1. Provide your prescription information to your new pharmacy, in person, by phone or online. They'll contact your current pharmacy or doctor to transfer your prescription.
2. Ask your doctor to contact your new pharmacy with your prescription information.

You also have a Home Delivery option (mail order). Choosing Express Scripts® Pharmacy helps you save time and money. Express Scripts® Pharmacy delivers your long-term drugs anywhere in the U.S. and standard shipping is free. For more information, visit express-scripts.com/rx.

I am taking a Schedule II controlled substance and receive it through mail order. I received a letter stating that I needed to get a new prescription. What should I do?

Your prescription **will not** transfer, and you **must** ask your doctor to send a new prescription for the mail order pharmacy service. If you need a refill close to January 1, 2026, please contact Express Scripts® Pharmacy at the new phone number **(833) 715-0942**. Be sure to refill your prescription before January 1, 2026, to make sure you get your medicine(s) on time.

I received a letter stating that my prescription vitamin will no longer be covered under the new plan. What should I do?

With the transition to BCBSIL for pharmacy benefits, you may not have coverage for prescription medications that have an over-the-counter version. You can search MyPrime (before 1/1/26) or log into your member account (after 1/1/26) to check what vitamins are covered under our plan. You can bring the list of covered alternatives, found in your letter, to your doctor and discuss the choices you have.

What if I still have questions about this transition?

Please reach out to BCBSIL at **(877) 239-7449** with any additional questions you have about this transition.