

We are making changes to your Pharmacy Benefits Manager

Clear Spring Health will partner with OptumRx, a pharmacy benefits manager (PBM), to provide your prescription medication coverage and benefits in 2024.

On January 1, 2024, Clear Spring Health will be changing our PBM from Express Scripts to OptumRx. As we make this change, we would like to inform you about this change in advance. Please read the frequently asked questions below for more details.

FAQ's

Why is Clear Spring Health changing its pharmacy benefit manager?

We are always looking for ways to provide you with the best possible care. At this time, we believe a partnership with OptumRx is the best way to provide quality coverage and care to you.

What will this change mean for me?

The change to a new pharmacy benefit manager will mean few or no changes for most members, as the transition should be seamless. Most of our current network pharmacies will remain in-network. If you're going to be affected by the change, we will let you know by mail and will guide you through any action you need to take.

You may look up for details on medications and network of pharmacies at [here](#).

What types of changes should I anticipate?

Network Pharmacy

We review and make changes to our network of pharmacies each year. If you are affected, we will notify you by a letter in the mail.

Mail Order Prescriptions

If you currently receive your mail order prescriptions from Express Scripts, they will automatically transfer over to OptumRx. The exceptions are controlled substances prescriptions and prescriptions with no refills remaining. In those cases, you will need to ask your doctor for new prescriptions.

New mail order prescriptions can be submitted to Optum in various ways. You will receive additional information and instructions in the mail.

Will I receive a new ID card for 2024?

Yes, you will receive a new ID card by mid-December. The new enrollees for benefit year 2024 will get the ID card as per their enrollment dates. Please continue to use the old card until Dec 31, 2023.

What changes can I anticipate on my 2024 ID card?

Effective, January 1, 2024, the Rx information (BIN, PCN and GRP numbers) located on the front of the ID card will change. The pharmacy benefit manager customer service phone number on the back of the ID card will change as well.

How can I reach the new pharmacy benefit manager?

You may access the OptumRx pharmacy website [here](#).

Please keep in mind that OptumRx will not be able to answer questions related to 2023 benefits. For questions related to 2023 benefits and network, please contact Express Scripts. Contact information is below.

Plan	2023 Benefits (Express Scripts)	2024 Benefits (Optum)	General Questions
PDP	1-877-842-9790	1-800-460-0395	*1-877-317-6082
MAPD	1-877-842-9791	1-800-461-1308	*1-877-364-4566

*Our office hours are October 1 – March 31, seven days a week, 8:00 a.m. – 8:00 p.m., and April 1 – September 30 Monday through Friday, 8:00 a.m. – 8:00 p.m. (you may leave a voicemail Saturday, Sunday, and Federal Holidays).

Will my current pharmacy be part of the new pharmacy benefit manager network?

You will have access to an extensive pharmacy network as well as thousands of independent pharmacies. If the pharmacy you use now isn't in the new pharmacy benefit manager's network, we will let you know by mail.

Use our [online tool](#) to find in-network pharmacy options near you.

Checklist for the pharmacy benefit manager change

- Check for new Rx information on ID card. The new 2024 ID card will be mailed to you in Mid-December.
- *Do not discard* your current ID card. You will use it until December 31, 2023.
- Check to make sure the pharmacy you use remains in network.
- Take your new ID card to pharmacy to update the records.
- Be on the lookout for your ANOC (Annual Notice of Change) that will be mailed at the end of September.