



P.O. Box 70000
Van Nuys, CA 91460

<date>

**** Action Required ****

<First Name> <Last Name>

<address 1>

<address 2>

<city>, <state> <ZIP>

Dear <First Name> <Last Name>:

Thank you for choosing Blue Cross health care coverage. Our records show that you or a family member recently received <drug> which is a specialty prescription drug. Specialty medications are usually injectable drugs, but they can be available in other forms, like a pill or an inhalant. They usually need special handling, such as temperature-controlled packaging, individual dosing or express delivery. Your health plan covers this drug through your pharmacy benefit.

We strive to make receiving your specialty drugs even more convenient. We recently made an important change to provide an opportunity for improved clinical outcomes. **Beginning March 15, 2008, you must fill your prescription for this specialty prescription drug through our Specialty Pharmacy Program administered by PrecisionRx Specialty Solutions.**

PrecisionRx Specialty Solutions

PrecisionRx Specialty Solutions is our preferred full-service specialty pharmacy that delivers specialty drugs like yours to more than one million people across the country. Unlike most retail pharmacies that simply dispense drugs, the Specialty Pharmacy Program offers you a complete support program that includes a team of nurses, pharmacists and personal support related to your specialty medications and associated health care concerns. This helps you achieve the best possible outcomes from your treatments.

You or your physician may obtain a list of specialty medications or order forms, by calling PrecisionRx Specialty Solutions at 800-870-6419, or going online at bluecrossca.com and clicking on the "Pharmacy" link on the left-hand side of the page. Next, select the "Specialty Pharmacy Programs" link.

Transferring your prescription to our Specialty Pharmacy Program

1. **Call 800-870-6419.** Care coordinators are available to take your call Monday through Friday, from 5 a.m. to 6 p.m. Pacific Daylight Time (PDT). For TDD/TTY assistance, call **800-221-6915** Monday through Friday, from 5:30 a.m. to 2 p.m. PDT.
2. Or ask your doctor to fax your prescription and a copy of your health plan ID card to **800-824-2642**.

After your eligibility and benefits are confirmed, a patient care coordinator will call you to schedule delivery of your medication.

Please note that if you don't use the Specialty Pharmacy Program, your health plan may not provide coverage for it, and you may be required to pay the full price for the drug if you choose to receive it at a retail pharmacy.



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Are there exceptions?

In some cases, you may be allowed to receive your specialty medications from another pharmacy. Refer to your Combined Evidence of Coverage and Disclosure Form or Certificate for a complete list of exceptions, or call **800-870-6419**.

The Specialty Pharmacy Program offers a convenient way for you to get your specialty medications while receiving the quality service you expect from us. At Blue Cross, our mission is to improve the lives of the people we serve and the health of our communities. We look forward to continuing to serve you.

Sincerely,

Steven Scott
Vice President, Large Group
Blue Cross of California

Joe Ruiz
Vice President Group Business, 2-99 Segment
Blue Cross of California

What do I do if I have a problem?

Please call us at **800-870-6419** first to see if we can help you. If we cannot satisfy you, you may start the appeal process or file a grievance by calling the Customer Service number on your ID card.

For Blue Cross of California Members:

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at the Customer Service number on your ID card and use your health plan's grievance process before contacting the department.

You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature, and payment disputes for emergency or urgent medical services.

The department also has a toll-free telephone number (**1-888-HMO-2219**) and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's Internet Web site at **www.hmohelp.ca.gov** has complaint forms, IMR application forms and instructions online.

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For BC Life & Health Insurance Company Members:

Should you have any complaints or questions regarding your coverage, and your benefit plan certificate was delivered to you by a broker, you should first contact the broker. You may also contact us at:

BC Life & Health Insurance Company
Customer Service
21555 Oxnard Street
Woodland Hills, CA 91367
818-234-2700

If the problem is not resolved, you may also contact the California Department of Insurance at:

California Department of Insurance
Claims Service Bureau, 11th Floor
300 South Spring Street
Los Angeles, California 90013
800-927-HELP (4357) – In California
213-897-8921 – Out of California
800-482-4833 – Telecommunication Device for the Deaf
E-mail Inquiry: “Consumer Services” link at **www.insurance.ca.gov**

Independent Medical Review of Grievances Involving a Disputed Health Care Service: You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by BC Life & Health related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. For more information about IMR or to request an IMR application form, please call us at the Customer Service number listed on your ID card