



1 Cameron Hill Circle
Chattanooga, TN 37402
bcbst.com

<Date>

<First Name> <Last Name>
<Address 1>
<Address 2>
<City>, <State> <Zip>

Dear <First Name>,

We're reaching out to tell you about upcoming changes to your specialty drug coverage. We have some good news for you. Beginning Jan. 1, 2020, when and how you pay for the drug(s) listed below will change. Instead of paying the provider who administers this drug for you, you'll pay the pharmacy that sends this drug to your provider. This change means you'll pay a few days earlier than you're used to, but you could save money on your prescription costs.

< variable drug(s) component goes here>

What this means for you

A few days before your scheduled appointments, the pharmacy will call you to arrange your payment. After you pay, they'll ship the drug to your provider, and you'll go to your appointment as normal. You'll still need to pay your provider for their care, but not for the drug itself. You can also use manufacturer coupons to help pay for your drug, if available.

We're here for you

If you have any questions about this change and how it affects you, we're here to help. Just give us a call at the Member Service number on the back of your Member ID card.

Best of Health,

Your Member Care Team

MEMBER DETAILS

Subscriber Name

<First Name> <Last Name>

Subscriber ID

<Subscriber ID>

Member Name

<First Name> <Last Name>

Member ID

<Member ID>

Date of Birth

< DOB>

Group No.

<value>

Claim No.

<Claim #>

Date of Service

< DOS>

Dates of Service

<Date> to <Date>

Reference ID

< Reference ID >

Provider Name

<Provider Name>

Provider No.

<Value>

