



NAME: <Mem_FName> <Mem_LName>
MEMBER ID#: <SUB_ID>

<rtn_addr-line1>
<rtn_addr_city>, <rtn_addr_state> <rtn_addr_zip>

<Mem_FName> <Mem_LName>
<Mail_Addr_Ln_1>
<Mail_Addr_Ln_2>
<Mail_City_Name>, <Mail_State> <Mail_Zip>



Create your Amazon
Pharmacy profile at
amazon.com/blueshieldca

SUBJECT: Important change related to medications delivered to your home

<Month Day, Year>

Dear <Mem_FName>,

Thank you for being a Blue Shield of California member. We are writing to let you know of a change to our home delivery service for prescription medications. Blue Shield is transitioning to a new vendor for home delivery. CVS Caremark® Mail Service Pharmacy will stop filling non-specialty prescriptions for Blue Shield of California members on December 31, 2024. If you currently have specialty medications being delivered by CVS Specialty®, there will be no change to how you receive them.

Effective January 1, 2025, you can have eligible non-specialty, prescription medications delivered to your home by Amazon Pharmacy.

The enclosed flyer explains how you can sign up and create your Amazon Pharmacy profile.* Scan the QR code with your smartphone to set up your profile. This is needed to begin Amazon Pharmacy home delivery service. You can also visit amazon.com/blueshieldca for more information and to sign up for home delivery.

Note that Amazon Pharmacy does not fill controlled substance prescriptions in the C2 category.† There are controlled substances in other categories which may be filled by Amazon Pharmacy if your prescriber sends the prescription directly to Amazon Pharmacy. Please confirm with your prescriber which new controlled substance prescriptions will be needed. Also, please note that Amazon Pharmacy cannot fill prescriptions for compounded medications or those requiring reconstitution.

If you choose not to use Amazon Pharmacy for home delivery, you can have your medications filled at a network retail pharmacy. If you need help finding a new network retail pharmacy, call Customer Service at the number on your Blue Shield member ID card. They can also answer questions on how to get your prescription medications without interruption.

If you are not renewing your Blue Shield plan in 2025, you can disregard this letter.

Sincerely,

Blue Shield of California

* You may create your Amazon Pharmacy profile now; however, any prescription home delivery cost-share information shown in your member portal or Amazon Pharmacy account will not reflect Blue Shield's contracted pricing until/after January 1, 2025.

† For examples of the prescription medications in the various controlled substance categories (schedules) managed by the United States Drug Enforcement Administration, visit <https://www.dea.gov/drug-information/drug-scheduling>.

Amazon Pharmacy is independent of Blue Shield of California and is contracted by Blue Shield to provide home delivery of prescription medications to Blue Shield members. Members are responsible for their share of cost as stated in their benefit plan details. Information about specific prescription drug benefits and drug benefit exclusions can be found in the member's plan documents. Members may call the customer service number on their Blue Shield member ID card if they have questions about their Blue Shield prescription drug coverage.