



**BlueCross BlueShield
of North Carolina**

P.O. Box 2291
Durham, NC 27702
<CampaignID>

***Important message
from your health plan***

<MailDate>

<MemberFirstName> <MemberLastName>
<MemberAddress1>
<MemberAddress2>
<MemberCity>, <MemberState> <MemberZipCode>

Dear <MemberFirstName>,

Your home delivery pharmacy is changing on April 1, 2021.

Starting April 1, 2021, the maintenance medicines covered under your health plan will now be supplied by the home delivery pharmacy Express Scripts Pharmacy®.

Express Scripts Pharmacy provides medicines and support to help treat long-term conditions. You can count on:

- 24/7 access to a team of pharmacists and support staff
- Free shipping with safe, on-time delivery
- Mobile app for quick access to refills and more.

Next steps

You don't have to do anything right now. On April 1, 2021, your prescriptions with refills remaining will be automatically moved from your current home delivery pharmacy to Express Scripts Pharmacy.

To get started on your first order after April 1, 2021, you have two choices:

1. Go to ***express-scripts.com***, create an account to update your profile, see your active prescriptions and send your refill order.
2. Call Express Scripts Pharmacy at **833-599-0449**.

Some prescriptions will not be moved, such as controlled substances or prescriptions that have expired or do not have any refills left. For those prescriptions, you'll need to ask your doctor to send new prescriptions to Express Scripts Pharmacy on or after April 1, 2021.

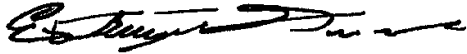
SEE BACK >

Learn more

Please visit esrx.com/BCNC for more info about Express Scripts Pharmacy and what to expect.

For questions on existing prescriptions needed before April 1, 2021, get in touch with your current home delivery pharmacy.

Sincerely,



Estay Greene, PharmD, MBA
Vice President of Pharmacy Services
Blue Cross and Blue Shield of North Carolina
BlueCrossNC.com

Express Scripts Pharmacy is a pharmacy that is contracted to provide mail pharmacy services to members of Blue Cross and Blue Shield of North Carolina.

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