
EXPRESS SCRIPTS UPDATE

Effective January 2023

Express Scripts sent letters to specific NMRHCA members making them aware of a change in pharmacy benefits, where prescriptions filled at Kroger owned pharmacies will no longer be covered. In a concerted effort to communicate with our members, this notice is to inform members of this change and alert you to actions you should take to ensure you get your medications in the most cost-efficient and timely way.

FACTS:

- Members that have been utilizing Kroger owned pharmacies were sent a letter informing them of a change and the action they need to take.
- Continuing to utilize a Kroger owned pharmacy that is no longer in-network may result in paying a higher cost for medication, even up to 100% of the cost.
- Kroger owned pharmacies go by different store names depending on the region they are in.
- The most common Kroger owned pharmacy store name in New Mexico is Smith's Food and Drug.
- Other regional store names include, but may not be limited to: Baker's Pharmacy, City Market, Copps Food Center Pharmacy, Dillon Pharmacy, Fred Myer Pharmacy, Fry's Food and Drug, Harris Teeter Pharmacy, Kings Soopers Pharmacy, Kroger Pharmacy, QFC Pharmacy, Ralph's Pharmacy.

ACTION (If Applies):

- Check your mail to see if you have received this letter. If so, follow the directions provided in the letter, which give you specific directions.
- Go to express-scripts.com and either login or register, click PRESCRIPTIONS, and SELECT A PHARMACY to view in-network pharmacies.
- TO make the switch to an in-network pharmacy, you can:
 - Take your prescription bottle to a pharmacy that is listed, and they will contact your current pharmacy to transfer your prescription.
 - Call a pharmacy that is listed and ask them to transfer your prescription.
 - Contact your doctor and ask them to transfer your prescription to a listed pharmacy.
- For additional questions or guidance for this change please contact Express Scripts at 1-800-551-1866.
- Should you experience any situation that is not consistent with the above facts, we encourage you to contact NMRHCA to report your experience so that we may take measures to address any discrepancies.