



Network Notification

Notice Date: December 11, 2019
To: Indiana Medicaid Providers
From: CareSource
Subject: Pharmacy Network Change
Effective Date: January 1, 2020

Summary

Beginning on January 1, 2020, medication claims will now be processed by Express Scripts. As of this date, the pharmacy network will be changing, most noticeably, **Walgreens will not be participating in our HIP and HHW network.**

Impact & Importance

Your members who currently fill prescriptions at Walgreens will need to update their preferred pharmacy with your office. Additionally, you may receive a request to send new prescriptions to another participating pharmacy. If your member has active refills, their new pharmacy should be able to transfer the prescription from Walgreens to the new pharmacy; however, you may receive requests for a new prescription to be forwarded during this time.

All members affected have received recommendations for 3 pharmacies in our network that are near their home. In addition, members can find a new pharmacy on **CareSource.com** by using the “Find a Pharmacy” search tool or by contacting our Member Services team at **1-844-607-2829 (TTY: 1-800-743-3333 or 711).**

Questions?

If you have questions, call Provider Services at **1-844-607-2831** from 8 a.m. to 8 p.m., Monday through Friday.

Thank you for being a CareSource Health Partner.