



NETWORK *Notification*

Notice Date: February 23, 2023
To: All Marketplace, D-SNP and Ohio MyCare Providers
From: CareSource
Subject: 2023 Pharmacy Network Change
Effective Date: January 1, 2023

Summary

Beginning on Jan. 1, 2023, the CareSource pharmacy network (managed by Express Scripts), will be changing. **Kroger will no longer be participating in the network.**

Impact & Importance

Your members who currently fill prescriptions at Kroger 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 Kroger to the new pharmacy; however, you may receive requests for a new prescription to be forwarded during this time.

All affected members have received recommendations for pharmacies 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 the following number below:

- Marketplace: **1-833-230-2099**
- D-SNP: **1-833-230-2020**
- Ohio MyCare: **1-855-475-3163**

Questions?

If you have any questions, please call Provider Services at the following number below:

- Marketplace – **1-833-230-2101** (Hours of operation are Monday through Friday from 8 a.m. to 6 p.m. Eastern Time [ET]).
- All D-SNP Markets: **1-833-230-2176** (Monday through Friday, 8 a.m. to 6 p.m. ET)
- Ohio MyCare: **1-800-488-0134** (Monday through Friday, 8 a.m. to 6 p.m. ET)

Thank you for being a CareSource Health Partner.

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