



## Pharmacy Benefit Transition Guide

Effective May 1, 2025, CIS Benefits transitioned the pharmacy benefit manager (PBM) from Express Scripts to Regence for all members enrolled on the CIS self-funded medical plan administered by Regence. This document is intended to be a helpful resource for employers and employees throughout the transition period.

### Member Resources

**CIS Benefits Hotline** ([CISBenefits@cisoregon.org](mailto:CISBenefits@cisoregon.org) | 855-763-3829)

**Available now**, the CIS Benefits Team can assist employers and employees with questions about the pharmacy benefit transition. Whether you need help understanding the changes or have other benefit-related questions, our team is here to provide guidance and support.

#### CIS-Regence Resources

- [CIS Regence Resources Page](#) (aka CIS-Regence Microsite)

This informational site contains Regence medical and pharmacy details specific to CIS. Members can view the formulary, pharmacy network, and other important information here prior to the Regence pharmacy effective date.

- **Regence Customer Service** ([support@regence.com](mailto:support@regence.com) | 888-370-6159)

Regence Customer Service can assist with questions about your medical and pharmacy benefits, coverage details, and provider networks.

Make sure you have your Member ID card handy when you call. That way, Regence can verify your account and start helping you as quickly as possible.

- [Regence.com](https://www.regence.com)

This site contains all medical and pharmacy plan information for CIS Regence enrollees. Now that the Regence pharmacy plan is active, members can access their pharmacy benefits, including the formulary and cost details.

### [Amazon Pharmacy](#)

Amazon Pharmacy now provides access to mail-order pharmacy enrollment and scheduling services. The first mail-order home deliveries began May 5, 2025.

### [Accredo Specialty Pharmacy](#)

Accredo will continue as the specialty pharmacy. Participants will need to re-register on or after **May 1, 2025**. Follow the mailed instructions to complete the re-registration process.

## Regence Communications to Participants

Regence has been sending targeted communications to participants based on their individual situations. In April 2025, this is what was sent out:

### **April 4, 2025**

- [Mail Order Guide](#): Sent to all participants currently utilizing mail order services.
- [Accredo Welcome Letter](#): Sent to all participants currently using Accredo Specialty Pharmacy.
- [Drug Exclusions Alternatives Notice](#): Sent to all participants currently prescribed a drug that will be excluded under the Regence formulary.
- [Out of Network Notice](#): Sent to participants who utilize a pharmacy that will be out of network under the Regence pharmacy network.
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### **April 11, 2025**

- **ID Cards, [Welcome Letter](#), [Amazon & Accredo Flyer](#)** — All Regence participants will receive these items in a plain white envelope (holding up to five ID cards). Families with more than five cards will receive multiple envelopes. Each family member will receive their own ID card at the mailing address on file in CIS-Connect.
- **Up Tiering Letter** — Sent to participants who may experience higher costs due to their medication being on a higher tier in the Regence formulary.

# Frequently Asked Questions

Now that we've transitioned to a new pharmacy benefits manager (PBM), we understand there may be questions about how this change will affect participants' prescriptions. Below are some common questions we've received.

## Why did the pharmacy benefits manager (PBM) change?

CIS periodically reviews benefit providers to ensure we offer the best service, pricing, and coverage for our members. The change to a new PBM allows us to enhance prescription benefits and customer service while keeping costs manageable for employees and their families. This change also improves the pharmacy network and gives CIS the ability to contract directly with a pharmacy, if needed.

## How does this affect participants taking prescriptions that require prior authorization?

- **Prior Authorization:** Participants' prior authorizations for medications will be honored through Dec. 31, 2025. Notification will be sent to participants who need prior authorization 60 to 90 days before the end of the year.
- **Transitional Fill:** If a participant has an active prescription that didn't need prior authorization under Express Scripts but will under Regence, they will get one transitional 30-day refill without prior authorization. This applies during the first 90 days of plan enrollment. Newly enrolled participants (such as new hires or dependents) will also have access to this transitional fill.

## Will prescription coverage change?

Most medications will continue to be covered under the new PBM. However, some formulary (preferred drug list) changes may occur. We encourage participants to check the new formulary, utilizing one of the resources above for any differences in drug coverage.

## What if a participant is taking a medication that will be excluded under the Regence formulary?

Any participant currently prescribed medication allowed under Express Scripts but excluded under Regence will be given a 90-day grace period on the Regence plan to fill the excluded prescription. After the 90-day grace period, the drug will no longer be covered. Impacted members will be mailed [this letter](#) advising them that their drug will no longer be covered on or after July 31, 2025 (91 days).

Please note that there is almost always an alternative covered drug available under the Regence formulary.

## Do participants need to transfer their prescriptions to a new pharmacy?

If participants use a retail pharmacy that is in the new PBM's network, prescriptions will not need to be transferred. However, if participants' current pharmacy is out-of-network, they may want to consider moving their prescription to an in-network pharmacy.

CIS has performed an extensive network analysis and there should be minimal disruption with pharmacy access. If participants do find their preferred pharmacy is out-of-network, please alert CIS.

## Is Fred Meyer/Kroger now in-network with Regence?

Yes.

## Will automatic mail-order refills continue under the new PBM?

No, automatic mail order refills will not continue. Participants will need to enroll in the auto-refill program with the new mail order service through Amazon Pharmacy if they wish to continue this service.

## What if participants don't want to use Amazon Pharmacy for prescriptions?

Members have the option of picking up a 90-day supply (at two times the copay cost for copay plans) at many pharmacies. When accessing the in-network pharmacy list, participants will have the option of selecting a "90-day supply" pharmacy.

## What pharmacies will handle mail order and specialty drugs?

- **Mail Order:** Mail order services have transitioned from Express Scripts to Amazon Pharmacy (effective May 1, 2025). Employees can now log in to the Amazon Pharmacy [website](#) to enroll in mail order services. All employees currently utilizing mail order services will have their active prescriptions viewable on the Amazon Pharmacy website when they activate their account. They have also been mailed this [notification](#) (prior to May 1, 2025).

Members will not automatically receive previously automated mail orders. Orders must now be placed through Amazon Pharmacy. If a member previously received a 90-day supply of their medication, they should be aware that many retail pharmacies also offer a 90-day fill for two times the copay. Check [Regence.com](https://www.regence.com) for more information.

- **Specialty Pharmacy:** Specialty pharmacy services will continue to be provided through Accredo, but participants will need to re-register with Accredo. Participants currently utilizing Accredo will receive [this letter](#) instructing them on the steps needed to setup their new account.

## Will a participant's deductible and out-of-pocket maximum credits be rolled over?

Yes, any eligible expenses that have been incurred under the Express Scripts plan, and reduced the deductible or out-of-pocket maximum, will be credited under the Regence pharmacy plan.

## Will participants copays or out-of-pocket costs change?

While the copay tiers and the out-of-pocket maximums have not changed, there are small differences in the drug formulary. Prescription costs may change based on the new formulary. We recommend participants review the new drug list and check prescription costs using the resources provided above.

## What information does my pharmacist need when I'm filling a prescription?

When you visit the pharmacy, your pharmacist will need **the ID\*, Group, RxBIN, and RxPCN numbers** as listed on the front of your new Regence Medical ID card or Regence smartphone app.

IMPORTANT NOTE: Pharmacies must omit the letters "CIS" in front of the ID number on the card. Including them will result in a claims rejection. **Only numerals** may be entered for claims to process properly.

## How do I know if I have the current Regence ID Card?

If your ID card includes the words "RXGRP: CISRX4U" on the lower left front corner of your card, you are **using the old card**. The BIN/PCN numbers are incorrect on the old card, and your claim will be rejected. If you have an old card, your ID and Group numbers remain the same and you can print a new card from [www.regence.com](http://www.regence.com), download the card to your smartphone using the Regence smartphone app, or have a new card mailed by calling Regence at 888-370-6159.

## Do I have to use Amazon pharmacy for mail order?

No. While Amazon is the mail order option for non-specialty meds, most retail pharmacies offer 90-day fills at the same cost as the mail order— perfect if you prefer picking up locally.

We have appreciated your patience and cooperation during transition. Our only goal was to improve your pharmacy benefits. If you have any questions or concerns, please reach out to CIS or Regence, we're happy to assist you!

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