

<Logo>

<Return Address>

<Campaign ID>

<MailDate>

<MinorFlag>

<MemberFirstName> <MemberLastName>

<MemberAddress1>

<MemberAddress2>

<MemberCity>, <MemberState> <MemberZipCode>

Subject: <PharmacyName1> is no longer in your pharmacy network as of <TermDate>

Dear <MinorFlag> <MemberFirstName>,

Thank you for being a member of Regence BlueCross BlueShield of Oregon. Our records show you filled a prescription at <PharmacyName1> (<PharmacyAddress1>, <PharmacyCity1>, <PharmacyState1>) during the last six months. As of <TermDate>, <PharmacyName1> is no longer in your pharmacy network. This means you will pay more if you continue to fill prescriptions at this pharmacy. If you already fill prescriptions at another pharmacy that is in your network, no action is required.

Below are two in-network pharmacies close to the mailing address we have on file for you:

<PharmacyName2>

<PharmacyAddress2>

<PharmacyCity2>, <PharmacyState2>

<PharmacyZipCode2>

<PharmacyPhone2>

<PharmacyName3>

<PharmacyAddress3>

<PharmacyCity3>, <PharmacyState3>

<PharmacyZipCode3>

<PharmacyPhone3>

How to change pharmacies

You can find a full list of in-network pharmacies online at **regence.com**. After you select an alternative pharmacy, call them to transfer your prescription. You can also call us at **<Phone>**, TTY: **711** and we will help you find an in-network pharmacy close to home.

We're here to help

We apologize for any inconvenience this may cause you. If you have questions about this change or your pharmacy benefits, please call us at the number on your member ID card or by online chat from 6 a.m. to 9 p.m. MT Monday through Friday, and 9 a.m. to 5:30 p.m. MT on Saturday. To access live online chat, sign in on our website at **regence.com**, select "Contact Us", and click on "Chat Now".

Sincerely,

Regence Pharmacy Services

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