



**Summary Material Modification
To the Savannah River Nuclear Solutions, LLC (SRNS), and Battle Savannah River
Alliance, LLC (BSRA), Welfare Benefits Plan General ERISA Information and Wrap
Summary Plan Description's component Summary Plan Descriptions (SPD) for the SRNS
and BSRA Active Medical Plans, and Pre-65 Retiree Health Plans.**

Effective January 1, 2023

Effective January 1, 2023, SRNS and BSRA:

- Active and Pre-65 Retiree Health Plans will require all “maintenance medication” be purchased through the OptumRx Mail Order Pharmacy. SRNS and BSRA have included with this Summary Material Modification, a letter for members to provide to their providers and a Frequently Asked Questions (FAQ) document concerning the OptumRx Mail Order Pharmacy change.
- The Active Basic and Pre-65 Retiree Health Basic Plan deductible is increasing.
- The Health Coaching, My Essential Advocate and Rally Wellness programs are ending.
- Oncology Concierge Service will be added. (information referenced below and as attached).

Effective January 1, 2023, the following changes will be made to the SRNS and BSRA Active Medical and Pre-65 Retiree Health Plans Component Summary Plan Descriptions effective January 1, 2023. The document can be viewed online at https://www.srs.gov/general/jobs/benefits/index_r.htm and https://www.srs.gov/general/jobs/benefits/index_e.htm

Medical Plan	Plan Number	Employer Identification Number
SRNS active Medical Plan	525	26-0240191
SRNS Pre-65 Retiree Health Plan	509	26-0240191
BSRA active Medical Plan	501	85-0942867
BSRA Pre-65 Retiree Health Plan	502	85-0942867

The Basic Plan Employee only and Family coverage annual deductibles are increasing:

Employee/Individual Only Deductible will increase by \$50 to \$1,500 (aggregate)

Family Deductible will increase by \$100 to \$3,000 (aggregate)

The Pharmacy Benefit

Pharmacy Mail Saver Program

Effective January 1, 2023, participants in the SRNS and BSRA medical plans noted above will be required to have prescriptions for drugs that are considered as “maintenance” filled through the



OptumRx Mail pharmacy. Maintenance drugs are prescriptions commonly used to treat conditions that are considered chronic or long-term. These conditions usually require regular, daily use of medicines. Examples of maintenance drugs are those used to treat high blood pressure, heart disease, asthma and diabetes. If you are not already getting your maintenance medications through the mail pharmacy, you will need a new prescription from your doctor written specifically for a 90-day supply. You can continue to get 30-day prescriptions for any acute (short-term) medications, such as antibiotics or pain medications, at any in-network retail pharmacy. Specialty drugs and controlled substances are not included in this program. The program only includes maintenance drugs that are taken to treat chronic conditions, including but not limited to those which treat high blood pressure, asthma and high cholesterol, or drugs that are taken routinely, such as birth control pills. OptumRx will cover the cost of postage for this program. OptumRx will allow you to request to continue to pay for your prescription in 30-day installment payments.

Grace fills

You can get up to two 30-day prescriptions for each maintenance drug you may be getting at any in-network retail pharmacy before the requirement to fill through the mail pharmacy goes into effect.

Please note: If you do not enroll in the OptumRx Mail Service, your maintenance prescriptions will not be covered by your pharmacy benefit once your grace fills are used.

What Do I Need To Do? Talk to your doctor about obtaining 90-day prescriptions for your maintenance medications. You can get started with mail service in several ways:

- Contact OptumRx Mail Service by phone at (855) 811-2218.
- Have your doctor's office call in a 90-day prescription to (800) 791-7658 or have your doctor e-prescribe to OptumRx Mail Service. Then OptumRx will call you to complete the initial mail order pharmacy setup or you can call OptumRx to complete the process.
- You can complete a mail service order form and send it to OptumRx Mail Service with your doctor's prescription (the form is attached).
- Active prescriptions can be electronically transferred to mail order via the My Health Toolkit App or a member can download Rx Toolkit app as well with the same login. (instructions are attached)

Effective January 1, 2023, The Health Coaching, Essential Advocate and Rally Wellness programs end for SRNS and BSRA

Effective January 1, 2023 A new Oncology Concierge Service is being added. (information is attached).

Support for members with cancer

Finding out you have cancer can cause a flood of emotions. You may feel shocked, sad, angry, afraid or powerless. It's normal to have these emotions or to feel nothing at all.



Everyone reacts differently, and your feelings may change from one moment to the next. Companion Care Solutions is a program offered at no cost to help you through these difficult times.

How this program can help

The goal of all Companion Care Solutions programs is to help you have the best quality of life possible. The program will link you with a personal case manager, a registered nurse with experience in cancer care. Your case manager will partner with you to help you reach your health goals, coordinate care, navigate the health care system, and make the most of your health insurance benefits. Coping with cancer can be complicated. You may need intensive treatments and changes to your lifestyle, medications and diet. Our program offers extra help and support to help you navigate these changes.

Your case manager can:

- Coordinate care among all your providers. This might include a primary care physician, oncologist and others.
- Provide support and education.
- Make sure you get counseling to help improve your quality of life.
- Help you in managing the costs associated with your condition by making the most of your health insurance benefits.

Contact Information:

Phone: 800-790-5770

If you have any question please write, email or call:

SRNS Service Center

c/o Plan Administrator

Building 730-1B, Aiken, SC 29808 Phone: (803) 725-7772 or (800) 368-7333 or (803)-679-3630

E-Mail: Service-Center@srs.gov

Attachments: FAQ and BlueCross BlueShield of South Carolina Provider notice, Mail Order Pharmacy Form, My Health Toolkit App Instructions, Oncology Concierge Service Flyer

2023 PHARMACY MAIL SAVER PROGRAM

FAQ'S FREQUENTLY ASKED QUESTIONS

OCTOBER 2022

1. What is the Pharmacy Mail Saver Program?

Effective January 1st, this program requires participants to have prescriptions for drugs that are considered "maintenance" filled through an OptumRx Mail pharmacy. If you do not enroll in OptumRx Mail Service, your maintenance prescriptions will not be covered by your pharmacy benefit once your grace fills are used.

2. What are Grace Fills?

You can get up to two 30-day prescriptions for each maintenance drug that you are prescribed at any in-network retail pharmacy before the requirement to fill through the OptumRx mail pharmacy goes into effect.

3. When will participants receive a letter from BCBS that they are in the affected population?

Members who are currently taking a maintenance medication will receive their first notice in December 2022, they will also receive a follow up notice if a drug is filled after 1/1/2023 as part of the grace period.

4. What about drugs that can be considered narcotics, such as Adderall for ADHD. Are those part of the program or exempt?

Narcotics are not part of the Mail Order program.

5. What about maintenance prescriptions that come directly from a medical company (e.g., insulin pump supplies from Medtronic) - how would that go through OptumRx?

This would not apply to OptumRx mail order program, members would continue to purchase from Medtronics under the DME benefit.

6. Are routine drugs that are refrigerated part of the mail saver program? Will OptumRx send the drugs cooled or are they exempt from this program?

Typically drugs that require explicit or strict storage requirements are out of scope from the program.

7. What is the delivery method?

US Postal Service unless the member wants to use a different method and then the member will have to pay shipping charges.

8. Who pays the US Postal Service shipping charges?

The cost of postage is covered by OptumRx.

9. Can my prescriptions be delivered to a Post Office Box?

Yes

10. Does someone have to sign for the drugs?

No

11. Are they placed in mailbox or on the front porch?

Mailbox unless there is no room in the mailbox and then the package will be placed on the front porch.

12. For Prescription Drugs that are not pills, such as inhalers or auto-injectors, will we either be able to request that an additional label be affixed to the device itself, as my current in-person pharmacy does for me?

Yes, the prescriptions will come with a label for each injector and/or inhaler.

13. How long does it take for OptumRx to fill a prescription once received and get it shipped?

First time fills of new or transferred prescriptions to OptumRx should arrive within 10 business days. For medications enrolled in the Auto-Refill Program it would arrive at about day 85 for a 90 day supply medication. For non-automatic refill orders members are eligible to place a refill typically after 75% medication consumption.

14. Will we be able to file a request for easy-open (non-childproof) caps on all prescriptions we get filled?

Yes

15. Are travel bottles or other options available for taking drugs onsite?

Travel size bottles are not available.

16. Are medications available in single, daily packs?

No, this is not an option through OptumRx mail-order.

17. What do I do if my prescription is already set up for 90 day refills and not scheduled for refill until next June?

If the member is already accessing OptumRx mail for a 90 day supply, there is no additional steps needed.

18. Will there be a price matching consideration (will Optum RX match what I am currently paying at a pharmacy if the OptumRx prescription costs more)?

No. There is no price match consideration through mail order.

19. Can someone pay cash for their maintenance drug prescriptions at a retail pharmacy?

Yes, however, the claim cannot be submitted through the insurance for reimbursement.

20. If paying cash, how do they notify their doctor not to submit through this program?

They will request that the doctor send their prescription to the pharmacy where they are paying cash and the doctor will not send the prescription to OptumRx.

21. What is the contact number if I have questions?

Members will call the dedicated customer services number at 1-800-325-6596. (The number is also on the back of the members insurance cards).

22. What is the current wait time when calling the OptumRx care line, should we have a problem?

Current time is 26 seconds to answer the call.

23. What is the process when someone doesn't receive their drugs, such as a lost or stolen package?

Members will call the dedicated customer services number at 1-800-325-6596. (The number is also on the back of the members insurance cards).

24. If participants are going out of town and will not be home when the drugs are scheduled to arrive, can they notify OptumRx to rush or delay the order?

They can choose to pay express shipping if needed or ask to delay their shipment via customer service at 1-800-325-6596. If the patient needs to postpone a shipment, they can do so up to 1 day before the ship date, either online at Optumrx.com or by calling customer service.

25. We have teams that go overseas for months at a time for work. How does this program effect those participants and their prescriptions?

They would need to have a "vacation" override added. To ask for a "vacation override", a member would contact customer services at 1-800-325-6596 and BlueCross will load an override to allow a fill amount larger than 90 days to cover the time needed.

26. Do I have to pay for the full 90 day supply at one time?

No, OptumRx will allow you to request to continue to pay for your prescription in 30 day payments.

27. How do I pay for my prescriptions through this program?

Members will set up a payment option via telephone or through their online BCBS My Toolkit. See Q28 for details.

28. How do I set up my payment method for my prescriptions through the Pharmacy Mail Saver Program?

You have 2 Options:

Option 1 - Contact OptumRx Mail Service by phone at 855-811-2218

OR

Option 2 - Set up OptumRx Online portal via My Health Toolkit (see attached steps to complete)

Note: You may use your Flexible Spending Account or your Health Savings Account Funds to pay for your prescriptions as they are a covered medical expense.

29. What about other prescriptions that are not considered “maintenance” drugs?

You can continue to get 30-day prescriptions for any acute (short-term) medications, such as antibiotics or pain medications, at any in-network retail pharmacy. Specialty drugs and controlled substances are not included in this program.

30. How does my Doctor or Health Care Provider order a 90 Day Prescription through OptumRx?

Please see the attached “Dear Provider Letter” that you can take with you to your appointment or send to your provider about the 90 day prescription. The Provider letter can also be found on the Insite Page at Services>Workforce Services and Talent Management>Departments>Benefits>Active Employees Benefits>Medical Plans>Pharmacy>Dear Provider Letter.

31. Does OptumRX provide pharmacy consults?

OptumRx will notify members and their providers of possible drug interactions and are available to answer questions. Customer services number is 1-800-325-6596.

32. On my BCBS My Toolkit website account or on the APP (<https://www.southcarolinablues.com/>) where I have the option to click to "Transfer to Home Delivery". If my prescription isn't ready to be filled right now when I transfer to Home Delivery, will OptumRx know when my next prescription needs to be filled so I don't miss it, or would they try to fill when I click to transfer?

On the “transfer to home delivery form” the patient can provide instruction on how to handle the transfer (i.e. fill it now or on a specific date, or place it on profile for future use by patient request). When a prescription is transferred to OptumRx if it is too soon fill, the medication would be profiled until the date when it can be filled.

Note: You also need to add your payment method in this area so there is no delay in receiving your prescription. See attached instructions and Q28 for more details.



Savannah River Nuclear Solutions, LLC Battelle Savannah River Alliance, LLC

Plan Change Effective January 1, 2023

To: All Providers

Savannah River Nuclear Solutions, LLC (SRNS) and Battelle Savannah River Alliance, LLC (BSRA) members enrolled in BlueCross health plans are also required to enroll in the Pharmacy Mail Saver Program for maintenance drugs. The Pharmacy Mail Saver Program is a mail order pharmacy program which provides convenience and savings to SRNS and BSRA members.

What Drugs Are Included in the Program?

- The program only includes maintenance drugs that are taken to treat chronic conditions such as high blood pressure, asthma and high cholesterol, or drugs that are taken routinely, such as birth control pills.
- ***Maintenance drugs can only be filled through the OptumRx Home Delivery pharmacy effective January 1, 2023.***
- Any acute (short-term) medications, such as antibiotics or pain medications as well as specialty drugs and controlled substances are not included in this program and can continue to be filled at a local pharmacy.

What Is Needed?

- A new prescription written specifically for a 90-day supply.
- A 90-day prescription can be prescribed by your office by Calling (800) 791-7658, or
- You may e-prescribe to OptumRx Home Delivery.

Should you have any questions, please call the OptumRx Home Delivery help line at (800) 791-7658 and press 1 for assistance.

How do I set up my payment method for the Pharmacy Mail Saver Program? You have 2 Options:

Option 1 - Contact OptumRx Mail Service by phone at 855-811-2218

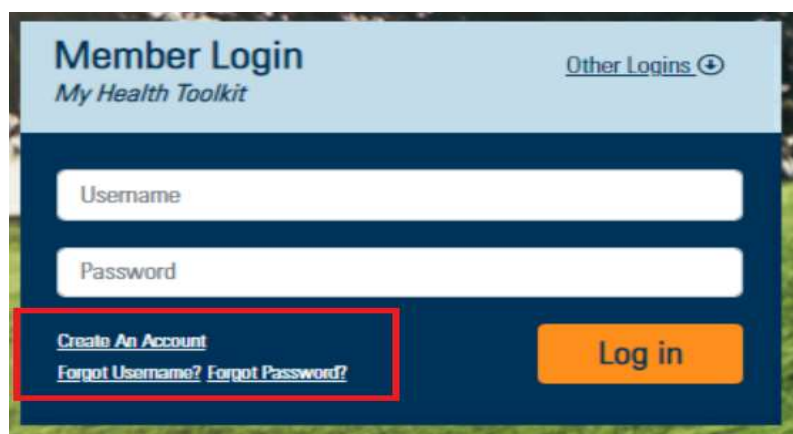
OR

Option 2 - Set up OptumRx Online portal via My Health Toolkit (see below steps)

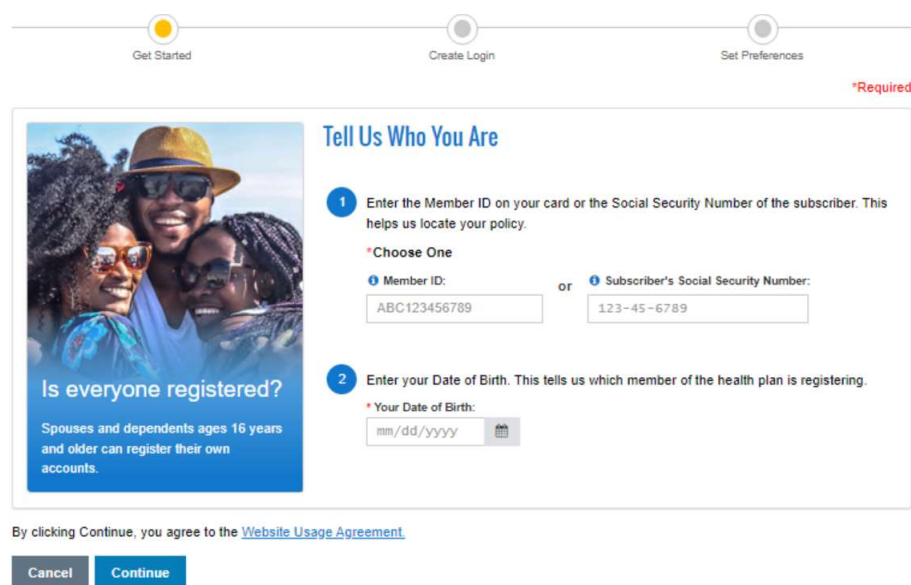
Steps to set up OptumRx Online portal via My Health Toolkit:

Log in to: www.southcarolinablues.com


Click on **Create an Account** (If you already have an account then go to Page 3).



Complete the below information. You will need a Member ID number or SSN and date of birth.



Create a Username and Password following the necessary requirements.



South Carolina

Get Started Create Login Set Preferences

Create Your Login

For security purposes, please do not use a Social Security or Date of birth for your username or password.

*** Username:**

You'll use this to log in to your account each time.

*** Password:**

*** Confirm Password:**


Username Requirements:

- ☐ Must be 5-11 characters long
- ☐ Must have at least one letter
- ☐ Cannot contain " > + ! @ # & " \ / < - ' , ; : "

Password Requirements:

- ☐ Must be different than your username
- ☐ Must contain at least 8 characters (no more than 25 characters)
- ☐ Must contain at least one number
- ☐ Can contain any of these special characters ~ ! @ # \$ % ^ & * () _ [] | . ?

After completing the log-in, update your profile information. This will allow you to receive help if password is forgotten in the future.



My Health Toolkit® Benefits Wellness Resources **My Profile**





My Profile Search

Modify Profile

- My Contact Information
- My Contact Preferences
- My Security

My Contact Information

From here you can add or edit your contact information. To customize the way we use this information, set your [Contact Preferences](#).

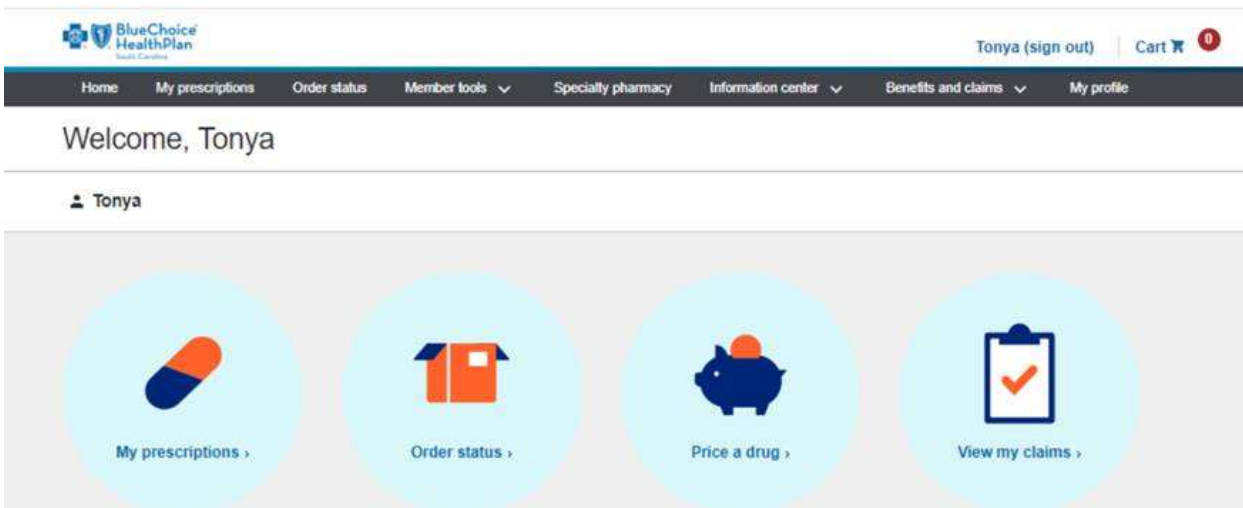
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Certain profile information cannot be updated from your online account. Please contact our [Customer Service Team](#) if you

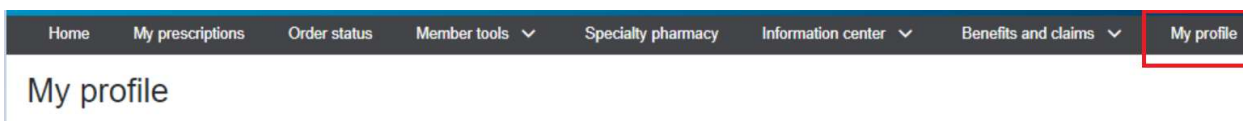
- To access and set up your Optum Rx mail-order record, Click on the **Pharmacy Benefits** under Quick links.



There is a single sign-on that will give you access to Optum pharmacy.



Click on My Profile



Then click on and update information under “Manage Shipping and Payments”. This section will give Optum the necessary shipping and billing information.

Manage programs

Manage your programs and learn more about the benefits of Home Delivery.

Manage shipping & payments

Keep up to date on your shipping addresses, payment methods, and outstanding payments.

[My addresses ›](#)

[My payment methods ›](#)

[Payment due ›](#)

Manage information

Manage your medication reminders, contact list, and your allergies and conditions.

[My contacts ›](#)

[My allergies, health conditions and over the counter medications ›](#)

[My health notifications ›](#)

Manage access

Manage access to medication information for household members.

[My household access ›](#)

[My caregiver access ›](#)

Manage shipping & payments

Keep up to date on your shipping addresses, payment methods, and outstanding payments.

[My addresses ›](#)


[My payment methods ›](#)

[Payment due ›](#)

You can also select **Request a Prescription** under **My prescription**. This will allow OptumRx to contact the provider to request a new prescription.

[Home](#) [My prescriptions](#) [Order status](#) [Member tools](#) [Specialty pharmacy](#)

My Prescriptions

 Tonya

Active prescriptions

Archive

Home delivery

Do you want to add a medication to our home delivery service?

If you request a prescription, we will reach out to your doctor. If your doctor approves the prescription, OptumRx home delivery will send 90-days of medication to your home with free shipping.

Request a prescription

5 | Page

To determine if your drug is part of the mandatory mail-order program, click on **Members Tools** and select **Drug Pricing and Information**.

HomeMy prescriptionsOrder statusMember tools ^Specialty pharmacy

Search for a drug

Look up a drug and find information and pricing at nearby pharmacies.

Medical supplies are not available through search. Please call the number displayed on the [Contact Us](#) page for coverage information on supplies.

Drug name


[Drug pricing and information](#)

[Drug list tool](#)

Enter the name of the drug (see example below). If your drug is eligible for a home delivery medication, there will be an option listed for OptumRx Home Delivery.

MetFORMIN TAB
500MG
Generic

OptumRx Home Delivery

 **Free standard shipping**

[Learn more](#) ^

\$0.15
per day

\$13.59
90 day supply

Request



HELP AND SUPPORT FOR CANCER CARE

Each year, nearly 2 million people are diagnosed with cancer in the United States. Companion Care Solutions offers a program that can help coordinate your care and offer support.

Support for members with cancer

Finding out you have cancer can cause a flood of emotions. You may feel shocked, sad, angry, afraid or powerless. It's normal to have these emotions or to feel nothing at all. Everyone reacts differently, and your feelings may change from one moment to the next. Companion Care Solutions is a program offered at no cost to help you through these difficult times.

How this program can help

The goal of all Companion Care Solutions programs is to help you have the best quality of life possible. The program will link you with a personal case manager, a registered nurse with experience in cancer care. Your case manager will partner with you to help you reach your health goals, coordinate care, navigate the health care system, and make the most of your health insurance benefits.

Coping with cancer can be complicated. You may need intensive treatments and changes to your lifestyle, medications and diet. Our program offers extra help and support to help you navigate these changes.

Your case manager can:

- ◆ Coordinate care among all your providers. This might include a primary care physician, oncologist and others.
- ◆ Provide support and education.
- ◆ Make sure you get counseling to help improve your quality of life.
- ◆ Help you in managing the costs associated with your condition by making the most of your health insurance benefits.

For more information about the Companion Care Solutions Oncology Case Management program, please call 800-790-5770.