



## SEE HOW WE'RE REMOVING BARRIERS FOR CARE DURING THE COVID-19 PANDEMIC

We want to make sure that you have hassle-free access to your medications during these unprecedented times. Below are some answers to frequently asked questions about prescriptions.

### We've Lifted Prescription Refill Limits

We understand that having your medications on hand brings a little relief. That's why we've temporarily lifted restrictions for early refills of existing prescriptions. Simply ask the pharmacy for your additional fill when placing your next order.

### We've Extended Prior Authorizations for Most Medications

To help prevent gaps in care, we've extended clinical prior authorizations for most medications for 90 days. This affects medications set to expire between March 23, 2020 and June 30, 2020. For example, if your prior authorization was set to expire on May 15, it has since been extended until August 15. Letters were mailed in early May with more information about this change.

### You Can Continue to Use Out-of-Network Pharmacies

Blue MedicareRx network pharmacies are available nationwide. However, we understand there are situations that require using an out-of-network pharmacy. If you use an out-of-network pharmacy, you'll need to pay the full cost of the medication and submit a [Prescription Claim Form](#) for reimbursement. You'll also be responsible for any additional costs that your plan doesn't cover.

### Use the Mail Service Pharmacy to Get Medications Delivered to Your Door

You can get 90-day refills of maintenance medications shipped directly to your home when you sign up for the mail service pharmacy. You'll also save up to 66% on prescription costs. [Click here to learn more.](#)

## Some Pharmacies Offer Delivery Service

Even if you don't use our mail order service, some pharmacies can ship your medication to you by mail. Check with your local pharmacy for cost and availability.

## Additional Resources

To learn more about COVID-19 and where to get tested, visit [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

### QUESTIONS?

We're here to support you during this pandemic. If you have any questions, please call Customer Care 24 hours a day, seven days a week, at the number below:

Connecticut  
1-888-620-1747  
(TTY: 711)

Rhode Island  
1-888-620-1748  
(TTY: 711)

Massachusetts  
1-888-543-4917  
(TTY: 711)

Vermont  
1-888-620-1746  
(TTY: 711)



Connecticut | Massachusetts  
Rhode Island | Vermont

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