

Frequently Asked Questions

October 10, 2018

Sutter Health Plus Transitions to New Pharmacy Benefit Manager

Background

Effective January 1, 2019, Sutter Health Plus is changing its pharmacy benefit manager (PBM) to Express Scripts. Express Scripts will manage the pharmacy benefits for our members, including retail, mail order and specialty prescription drugs, claims processing, and prior authorization requests for drugs.

FAQs

How do I contact Express Scripts?

Express Scripts Customer Service is available to start answering your questions on October 1, 2018, at 1-877-787-8661. Express Scripts Customer Service is available 24 hours a day, 7 days a week, 365 days a year.

Express Scripts also has a very robust member portal. In early January 2019, you will be able to create an individual account on the Express Scripts member portal at express-scripts.com. This account gives you access to many tools to help you understand the formulary and cost share options.

Express Scripts offers the following online services to Sutter Health Plus members:

- View order and drug history
- Order refills
- Automatic refill reminders for most prescriptions (retail, mail order, specialty)
- Set communication preferences; for example, email or text
- Check order status and track shipments
- Access to specialty-trained pharmacists and nurses 24 hours a day, 7 days a week
- View claims information

Express Scripts also offers these services:

- Delivery of drugs within the United States, Monday through Friday, at no additional charge with most supplies provided; for example, needles and syringes
- Safety checks to help prevent interactions with other drugs and products

Am I going to get a new identification (ID) card?

Yes. Sutter Health Plus is mailing new member ID cards in December. The cards will include new PBM information, including Rx Group, Rx BIN and Rx PCN, which the pharmacy needs to process prescriptions and submit claims to Express Scripts.

You will not receive a separate ID card from Express Scripts. Your Sutter Health Plus card includes all the information you need to get your prescription drugs.

What if I need to fill a prescription after January 1, 2019, and I have not yet received my new ID card?

You can give your pharmacy your Sutter Health Plus member ID number and new Rx Group, BIN and PCN for Express Scripts. Our members' ID numbers are not changing, so you can find your ID number on your old card or member portal account (if registered).

If you are new to Sutter Health Plus and have not received your ID card, you can register using your Social Security number (SSN) on the Express Scripts member portal at express-scripts.com. There, you can view and print an ID card. You can also call Sutter Health Plus Member Services at 1-855-315-5800. Member Services is available Monday through Friday, 8 a.m. to 7 p.m.

What is the Rx Group, Rx BIN and Rx PCN for Express Scripts?

The Rx Group is SHP8668, Rx BIN is 003858 and Rx PCN is A4.