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CVS Caremark Termination of Walgreens' Pharmacy Network Participation

On June 9, 2010, CVS Caremark – the Pharmacy Benefits Manager for BlueCross BlueShield of Tennessee – made the decision to terminate Walgreens' participation in their pharmacy networks, to be effective July 9, 2010 (subject to state law and contractual obligations). What this means to BlueCross BlueShield of Tennessee members is any prescription currently filled by a Walgreens retail pharmacy will need to transfer that prescription to another pharmacy within the CVS Caremark network before July 9, 2010.

CVS Caremark will be providing BlueCross members with a list of alternative retail pharmacies in the network so they can preserve uninterrupted access to their pharmacy benefit and their prescriptions. In addition, BlueCross members may also locate other nearby network pharmacies by using the "Find a Doctor" feature on bcbst.com or the "Find A Local Pharmacy" tool on caremark.com (registration required).

Below is a list of commonly asked questions regarding CVS Caremark's decision and the options available to BlueCross members.

- Q.** Is it true that I can no longer access Walgreens pharmacies to fill prescriptions?
A. Yes. On July 9, 2010, BlueCross members will no longer have the option to fill or refill their prescription at a Walgreens retail pharmacy.

This means members will no longer be able to use their prescription benefit at Walgreens retail pharmacies after termination. If you choose to fill prescriptions at Walgreens, you will be required to pay the full price charged by Walgreens, rather than your usual copayment or coinsurance amount under your BlueCross benefit plan.

- Q.** Why did this happen?
A. Walgreens was making demands of CVS Caremark that would have potentially increased costs for BlueCross and its members.

- Q.** Do I now have to pay more for prescriptions filled at retail pharmacies?
A. No. As long as you fill your prescription at an in-network pharmacy, your regular copayment or coinsurance will not change. However, if you choose to go to Walgreens after July 9, 2010, then normal out-of-network charges will apply.

- Q.** Am I required to use a CVS pharmacy when I need to fill a prescription?
A. No. There has been no change in your BlueCross health care plan. You may fill prescriptions at any of the approximately 57,000 locations in the CVS Caremark national retail pharmacy network, excluding Walgreens. If you would like help identifying other local pharmacies that are in the retail network today, call BlueCross Customer Service at the phone number on your BlueCross BlueShield of Tennessee member ID card. You can also locate other nearby network pharmacies on your own, by using the "Find a Doctor" feature on bcbst.com or the "Find A Local Pharmacy" tool on caremark.com (registration required).