

Hawkins Insurance Services
Authorized Agent
Robert Hawkins DOI #0655770
P.O. Box 42
Spring Valley, CA 91976

Tel: (619) 670-1136
Toll Free: (800) 622-6637
Fax (619) 670-5026
Email: bondpro1@cox.net



Blue Shield
of California

An Independent Member
of the Blue Shield Association

pharmacies

Blue Shield of California

Blue Shield 65 Plus

Blue Shield 65 Plus Value Plan

Pharmacy Directory

February 1, 2006

Visit us at mylifepath.com

An HMO with a Medicare contract (H0504)

MedicareRx
Prescription Drug Coverage X

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This booklet provides a list of Blue Shield 65 Plus and Blue Shield 65 Plus Value Plan network pharmacies. This directory is for Los Angeles, Orange, Riverside, and San Bernardino Counties. All network pharmacies may not be listed in this directory. Please contact Blue Shield of California at 1-800-776-4466, Monday through Friday (excluding holidays) from 8:00 am to 5:00 pm, for additional information. (TTY/TDD users should call 1-800-794-1099.)

This directory is current as of February 1, 2006 and the pharmacy's listing in the directory does not guarantee the pharmacy is still in the network. Pharmacies may have been added or removed from the list after this directory was printed. To get current information about Blue Shield 65 Plus and Blue Shield 65 Plus Value Plan network pharmacies in your area, please visit our Website at www.mylifepath.com or call our Customer Service Department at 1-800-776-4466, Monday through Friday (excluding holidays) from 8:00 am to 5:00 pm. (TTY/TDD users should call 1-800-794-1099.)

Introduction

Toll Free: (800) 622-6637

Fax: (619) 670-5926

Email: bondpro1@cox.net

This booklet provides a list of Blue Shield 65 Plus and Blue Shield 65 Plus Value Plan network pharmacies and includes some basic information about how to fill your prescriptions with Blue Shield. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the *Evidence of Coverage*.

We call the pharmacies on this list our “network pharmacies” because we have made arrangements with them to provide prescription drugs to Plan members. A network pharmacy is a pharmacy where beneficiaries obtain prescription drug benefits provided by Blue Shield 65 Plus and Blue Shield 65 Plus Value Plan. In most cases, your prescriptions are covered under Blue Shield only if they are filled at a network pharmacy or through our mail order pharmacy service. Once you go to one, you are not required to continue going to the same pharmacy to fill your prescription, you can go to any of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances, as described later.

Can the list of network pharmacies change?

Yes, Blue Shield may add or remove pharmacies from our pharmacy directory. To get current information about Blue Shield network pharmacies in your area, please visit our Web site at **www.mylifepath.com**, or call our Customer Service Department at 1-800-776-4466, Monday through Friday (excluding holidays) from 8:00 am to 5:00 pm. (TTY/TDD users should call 1-800-794-1099.)

How do I find a Blue Shield network pharmacy in my area?

You can use this booklet to find a specific network pharmacy in your area by looking in the pharmacy list beginning on page six (6).

- 1) Choose which type of pharmacy you are looking for and locate it in the list. Pharmacy types include:

Retail Preferred Pharmacies.....	6
Retail Non-Preferred Pharmacies.....	7
Chain Pharmacies.....	76
Mail Order Pharmacies.....	76
Home Infusion Pharmacies.....	77
Long-Term Care Pharmacies.....	78
Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies.....	81
- 2) Under each pharmacy type you will see the pharmacies in that area listed alphabetically by county, then city, then pharmacy name.
- 3) Find the pharmacy nearest to your location.

Or, you can visit our web site at **www.mylifepath.com** or call our Customer Service Department at 1-800-776-4466, Monday through Friday (excluding holidays) from 8:00 am to 5:00 pm. (TTY/TDD users should call 1-800-794-1099.)

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How do I fill a prescription at a network pharmacy?

To fill your prescription at a network pharmacy, you must show your Blue Shield Member ID card. If you do not have your ID card with you when you fill your prescription, you may have to pay the full cost of the prescription (rather than paying just your copayment). If this happens, you can ask us to reimburse you for our share of the cost by submitting a claim to us. To find out how to submit a claim, look in your *Evidence of Coverage* or call our Customer Service.

How do I fill a prescription through Blue Shield's mail order pharmacy service?

To get order forms and information about filling your prescriptions by mail, complete the Express Scripts mail order form located in the Pharmacy section of www.mylifepath.com, or request an order form by mail or fax by calling Express Scripts at 1-800-544-6962. (TTY/TDD users should call 1-800-972-4348.) Please note that you must use the Blue Shield mail order service. Prescription drugs that you get through any other mail order service are not covered.

You can use the Blue Shield mail order service to fill prescriptions for any drug that is marked as a mail-order drug on the formulary list. You can use the mail order pharmacy to fill prescriptions for what we call "maintenance drugs". These are drugs that you take on a regular basis, for a chronic condition or long-term medical condition. The formulary list tells you which drugs we consider to be maintenance drugs. These are the only drugs available through our mail order service.

When you order prescription drugs by mail, you must order at least a 60-day supply, and no more than a 90-day supply of the drug. For some maintenance drugs, a refill prescription is covered only if you get it through our mail order service (the formulary tells you which drugs are subject to this rule).

You are not required to use mail order prescription drug services to obtain an extended supply of maintenance medications. Instead, you have the option of using a preferred retail pharmacy in Blue Shield's network to obtain a maintenance supply of medications. Some retail pharmacies may agree to accept the mail order reimbursement rate for an extended supply of medications, which may result in no out-of-pocket payment difference to you. Please look in the *Evidence of Coverage* or call our Customer Service Department at 1-800-776-4466, Monday through Friday (excluding holidays) from 8:00 am to 5:00 pm. (TTY/TDD users should call 1-800-794-1099).

Allow up to 14 days for delivery from the day you mail your initial prescription order or request a refill. Refills can also be ordered via the Pharmacy section of www.mylifepath.com or call Express Scripts directly.

If you receive notification that there may be a delay in the shipment of your prescription, at no fault of your own, by the mail service pharmacy, please contact Customer Service at 1-800-776-4466 (TTY/TDD users should call 1-800-794-1099). A Blue Shield representative will assist you in obtaining a sufficient supply of medication from a local network retail pharmacy, so you are not without medication until your mail order medication arrives. This may require contacting

your physician to have him/her phone or fax a new prescription to the retail pharmacy for the necessary quantity of medication needed until you receive your mail service medication.
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If the delay is greater than fourteen (14) days from the date the prescription was ordered from the mail service pharmacy and the delay is due to a loss of medication in the mail system, Blue Shield Customer Service can coordinate a replacement order with the mail service pharmacy.

Filling prescriptions at a non-network pharmacy

The following are a few exceptions when we will pay for a prescription filled at a pharmacy outside of our network.

Getting coverage when you travel or are away from the plan's service area

If you take a prescription drug on a regular basis and you are going on a trip, be sure to check your supply of the drug before you leave. When possible, take along all the medication you will need. You may be able to order your prescription drugs ahead of time through our mail order pharmacy service.

If you are traveling within the United States and territories and become ill, lose or run out of your prescription drugs, we will cover prescriptions that are filled at an out-of-network pharmacy. In this situation, you will have to pay the full cost (rather than paying just your copayment) when you fill your prescription. You can ask us to reimburse you for our share of the cost by submitting a claim form. If you go to an out-of-network pharmacy, you may be responsible for paying the difference between what we would pay for a prescription filled at an in-network pharmacy and what the out-of-network pharmacy charged for your prescription. To learn how to submit a paper claim, please refer to the paper claims process described later.

You can also call Customer Service at 1-800-776-4466, Monday through Friday (excluding holidays) from 8:00 am to 5:00 pm. (TTY/TDD users should call 800-794-1099) to find out if there is a network pharmacy in the area where you are traveling. If there are no network pharmacies in that area, Customer Service may be able to make arrangements for you to get your prescriptions from an out-of-network pharmacy.

We cannot pay for any prescriptions that are filled by pharmacies outside of the United States and territories, even for a medical emergency.

What if I need a prescription because of a medical emergency or because I needed urgent care?

We will cover prescriptions that are filled at an out-of-network pharmacy if the prescriptions are related to care for a medical emergency or urgent care. In this situation, you will have to pay the full cost (rather than paying just your copayment) when you fill your prescription. You can ask us to reimburse you for our share of the cost by submitting a paper claim form. If you go to an out-of-network pharmacy, you may be responsible for paying the difference between what we would pay for a prescription filled at an in-network pharmacy and what the out-of-network pharmacy charged for your prescription. To learn how to submit a paper claim, please refer to the paper claims process described later.

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Fax: (619) 670-5020
rhawkins@cox.net

Other times you can get your prescription covered if you go to an out-of-network pharmacy

We will cover your prescriptions at an out-of-network pharmacy if at least one of the following applies:

- If you are unable to obtain a covered drug in a timely manner within our service area because there is no network pharmacy within a reasonable driving distance that provides 24-hour service.
- If you are trying to fill a prescription drug that is not regularly stocked at an accessible network retail or mail-order pharmacy (including high-cost and unique drugs).
- If you are getting a vaccine that is medically necessary but not covered by Medicare Part B and some covered drugs that are administered in your doctor's office.

Before you fill your prescription in either of these situations, call Customer Service to see if there is a network pharmacy in your area where you can fill your prescription. If you do go to an out-of-network pharmacy for the reasons listed above, you will have to pay the full cost (rather than paying just your copayment) when you fill your prescription. You can ask us to reimburse you for our share of the cost by submitting a claim form. If you go to an out-of-network pharmacy, you may be responsible for paying the difference between what we would pay for a prescription filled at an in-network pharmacy and what the out-of-network pharmacy charged for your prescription. To learn how to submit a paper claim, please refer to the paper claims process described next.

How do I submit a paper claim?

When you go to a network pharmacy, your claim is automatically submitted to us by the pharmacy. However, if you go to an out-of-network pharmacy because of the reasons listed above, the pharmacy may not be able to submit the claim directly to us and you will have to pay the full cost of your prescription. When you return home, simply submit your claim and your receipt to the following address:

Blue Shield of California
c/o Argus Health Systems
P.O. Box 419019, Dept. 191
Kansas City, MO 64141

Upon receipt, we will make an initial coverage determination on the claim. Please refer to your *Evidence of Coverage* or call Customer Service for more information on initial coverage determinations.

