



We're Moving to CVS Caremark®

HERE'S WHAT TO EXPECT

On **January 1, 2027**, Western Health Advantage will transition pharmacy services from Optum Rx to CVS Caremark.

You can continue to use many of the same pharmacies you use today, and we'll let you know well in advance if any action is needed.

WHAT YOU SHOULD KNOW

- ★ Most members will be able to stay with their current pharmacy.
- ★ CVS Caremark includes one of the nation's largest pharmacy networks, including CVS Pharmacy, Walgreens, Costco, Walmart, Safeway, and many independent pharmacies.
- ★ If a change affects your prescription, we'll contact you before the transition.

NOTE: This change does not affect members who do not have prescription drug coverage through WHA.

FREQUENTLY ASKED QUESTIONS

Why is Western Health Advantage making this change?

We're partnering with CVS Caremark to provide an even better pharmacy experience. You'll have access to one of the nation's largest pharmacy networks, along with convenient retail, mail-order, and specialty pharmacy options.

What happens to my current prescriptions?

Most prescriptions should continue without interruption. If a prescription needs to be transferred, your new pharmacy can usually handle it for you. If no refills remain, your provider can send a new prescription, or the pharmacy can contact your provider on your behalf.

Will I need to change pharmacies?

Probably not. CVS Caremark's network includes many pharmacies members already use, such as CVS Pharmacy, Walgreens, Costco, Walmart, Safeway, and numerous independent pharmacies.

What happens to my mail-order prescriptions?

CVS Caremark will work directly with members who currently use mail-order pharmacy services. Whenever possible, eligible prescriptions will be transferred automatically to CVS Caremark® Mail Service Pharmacy. You will receive instructions on how to set up your new mail-order account, including managing payments and ordering refills.

What about specialty medications?

WHA's specialty pharmacy network will change to CVS Specialty® Pharmacy. WHA and CVS Caremark will work directly with members who have filled a specialty prescription to coordinate this switch. You will also be able to fill specialty prescriptions online at Amber Specialty Pharmacy (amberpharmacy.com).

Will there be formulary changes?

Some medication coverage updates may occur, but we're working to minimize changes. If a change affects your prescription, we'll notify you in advance and explain your options.

Will I receive a new ID card?

Yes. New ID cards with updated pharmacy information will be mailed to affected members in December 2026. You can continue using your current ID cards through the end of 2026.

QUESTIONS?

Visit mywha.org/pharmacy beginning in fall 2026 for updates and resources.

Need help now? Call WHA Member Services at 888.563.2250 (toll-free) or 916.563.2250 (TTY 711).

Member Services including Language Assistance:
888.563.2250 (711 TTY)
Behavioral Health: 800.765.6820 – Nurse Advice: 888.656.3574

MEMBERS: For emergencies, call 911 or go to the nearest emergency room. Notify your PCP or WHA as soon as possible. Present this Member ID Card at time of service. Refer to your EOC/DF at mywha.org for coverage info.

PROVIDERS: Notify WHA of all emergency admissions by the next business day for concurrent review. This card is for ID purposes only. It does not verify eligibility. For claim submission info, visit mywha.org/providerclaims.

PHARMACISTS: Dispense preferred generic drug products per applicable pharmacy laws and regulations. Pharmacy Help Desk 1.800.364.6331.

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