

Bi-Mart fall 2021 disruption FAQ for members

Questions and answers

Q. What is happening?

A. Bi-Mart announced all their pharmacies will either close or become Walgreens pharmacies. Their prescriptions are all moving to Walgreens, which is out of our network. (Walgreens has not been part of our network for many years.) Your prescriptions will need to move to a pharmacy in our network.

Q. When is this happening?

A. The change starts on October 18.

Q. How do I get my prescriptions?

A. You have two options:

1. Contact Bi-Mart and request that they transfer your prescription to a pharmacy in our network.
2. Ask your provider (or whoever prescribed your medicine) to write a new prescription and send it to a pharmacy in our network.

We don't know how quickly Bi-Mart can transfer prescriptions. It might be easier and faster for your provider to write another prescription, especially for new prescriptions.

Q. Can I get a one-time refill at Walgreens until I can switch?

A. No, unfortunately not. If you have an emergency, please call Jackson Care Connect at 855-722-8208 and follow prompts for the Pharmacy Department. We will see what options are available to help. We encourage you to move your prescriptions to a pharmacy in our network as soon as you can, so you will have your medicine in time.

Q. How do I find a pharmacy in the Jackson Care Connect network?

A. The table on the second page of this document shows which pharmacies are in our network and closest to the Bi-Marts that are closing. You can also search for a network pharmacy on our website: jacksoncareconnect.org/find-a-provider. Choose "pharmacy" in the type of provider and search by ZIP code.

Q. Can I pay out of pocket and be reimbursed?

A. No. In most cases, your prescription won't qualify to be paid back if you pay for it.

Q. I'm a CareOregon Advantage member. Can I still use my OTC *plus* card at Walgreens?

A. Yes. The OTC program is a Medicare-only program and is not affected by this change. CareOregon Advantage members will still be able to use their OTC card to pay for covered items at Walgreens.

Q. What about COVID-19 vaccines?

A. In accordance with state and federal rules, you can still get the COVID-19 vaccine at all pharmacies (including Walgreens).

Nearby pharmacies

Below is a table showing the pharmacies closest to the Bi-Mart pharmacies that are most impacted by this change.

Current/previous Bi-Mart	First closest pharmacy in network	Second closest pharmacy in network	Third closest pharmacy in network
Bi-Mart 608 2280 Ashland St Ashland	Ashland Drug 53 North Second St Ashland 541-482-3366	Rite Aid Ashland 2341 Ashland St Ashland 541-482-7409	
Bi-Mart 616 990 Biddle Rd Medford	CVS Pharmacy 2000 Crater Lake Hwy Medford 541-779-5110	Fred Meyer Pharmacy 2424 Crater Lake Hwy Medford 541-779-4153	Safeway Pharmacy 1003 Medford Shopping Ctr Medford 541-608-3686
Bi-Mart 613 2687 W Main St Medford	Fred Meyer Pharmacy 1301 Center Dr Medford 541-857-4683	Sav-On Pharmacy 113 Ross Ln Medford 541-858-5078	Walmart Pharmacy 1360 Center Dr Medford 541-772-2469
Bi-Mart 635 3225 Pacific Ave Forest Grove	Safeway Pharmacy 2836 Pacific Ave Forest Grove 503-359-8706		
Bi-Mart 682 1030 SE Oar Ave Lincoln City	Rite Aid Pharmacy 4041 NW Logan Rd Lincoln City 541-994-6262	Safeway Pharmacy 4101 Logan Rd Lincoln City 541-994-2500	
Bi-Mart 610 230 Redwood Hwy Grants Pass	Rite Aid Pharmacy 1642 Williams Hwy Grants Pass 541-479-6698	Sav-On Pharmacy 1690 Allen Creek Rd Grants Pass 541-471-7085	
Bi-Mart 200 South 1st Pl Unit 1 Hermiston	Hermiston Drug & Gift 114 Main St Hermiston 541-567-3072	Safeway Pharmacy 990 Hwy 395 S Hermiston 541-564-1285	Walmart Pharmacy 1350 North 1st St Hermiston 541-567-5323