

## Bi-Mart fall 2021 disruption FAQ for providers

### Questions and answers

#### **Q. What is happening?**

A. Bi-Mart announced all their pharmacies will either close or begin operating as a Walgreens pharmacy. In either scenario, this means CareOregon members will no longer have their prescriptions at a contracted pharmacy. (Walgreens has not been part of CareOregon's network for several years.)

#### **Q. When is this happening?**

A. The first Bi-Mart transition will occur October 18. The bulk of the CareOregon impact will begin October 26.

#### **Q. How are members being notified of this change?**

A. We are not aware of any communication from Bi-Mart or Walgreens to their customers. CareOregon is sending a letter to all impacted members. We are also making phone calls to CareOregon Advantage and Jackson Care Connect members who are most impacted by this change and/or who are identified as being at-risk if they do not have medications in a timely manner.

#### **Q. Can a one-time fill be allowed at Walgreens?**

A. Unfortunately, this is not currently an option. For emergency situations, please call us and follow the prompts for the Pharmacy Department:

- CareOregon: 800-224-4840 or TTY 711
- Columbia Pacific CCO: 855-722-8206 or TTY 711
- Jackson Care Connect: 855-722-8208 or TTY 711
- CareOregon Advantage: 888-712-3258 or TTY 711

We will evaluate the situation and see what options are available to help. We strongly encourage all prescriptions to be transferred immediately to an in-network pharmacy.

#### **Q. What areas are most impacted?**

A. Among the areas CareOregon serves, the Jackson County area will face the greatest disruption. That said, nearly 40 total Bi-Marts have served our members statewide in the last six months.

#### **Q. Does this affect OHP (Medicaid) and CareOregon Advantage (Medicare) members?**

A. Yes. It affects both OHP (Medicaid) and CareOregon Advantage (Medicare) members. All patients — including those outside of CareOregon — are also impacted as this is a Bi-Mart closure, not a CareOregon contracting issue.

#### **Q. Why is Bi-Mart sending prescriptions to Walgreens?**

A. This is part of a business agreement between Bi-Mart and Walgreens.

#### **Q. How can a member fill their prescriptions?**

A. We are advising members to take one of two actions:

1. Contact Bi-Mart and request that they transfer the prescription to a pharmacy in our network.
2. Ask their provider (or whoever prescribed their medicine) to write new prescriptions and send them to a pharmacy in our network. Because we don't know how quickly Bi-Mart can transfer prescriptions, we are advising members that this may be the easiest and fastest option.

**Q. How can a member find another in-network pharmacy?**

A. The table on the third page of this document shows the closest alternatives for the most highly impacted pharmacies. Our websites also let members search for in-network pharmacies:

- CareOregon: [careoregon.org/find-a-provider](https://careoregon.org/find-a-provider)
- Columbia Pacific CCO: [colpachealth.org/find-a-provider](https://colpachealth.org/find-a-provider)
- Jackson Care Connect: [jacksoncareconnect.org/find-a-provider](https://jacksoncareconnect.org/find-a-provider)
- CareOregon Advantage: [careoregonadvantage.org/member-resources/find-a-provider](https://careoregonadvantage.org/member-resources/find-a-provider)

Members should choose “pharmacy” in the type of provider and search by ZIP code.

**Q. Can a member pay out of pocket and be reimbursed?**

A. This is strongly discouraged. Paying cash leaves the member financially at risk. While there are some scenarios in which we may reimburse a member’s out-of-pocket costs, we do not anticipate the vast majority of these to be eligible for direct member reimbursement. Nearby network pharmacies are available and should be used. If a member has already paid for a prescription, they should contact Pharmacy Customer Service for further instruction.

**Q. Can Medicare members still use their 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, all pharmacies (including Walgreens) are eligible to administer the COVID-19 vaccine.

## Nearby pharmacies

Below is a table showing the closest alternatives for the pharmacies most highly impacted by this change.

Current/previous Bi-Mart	Where and when scripts will be transferred	First closest pharmacy in network	Second closest pharmacy in network	Third closest pharmacy in network
Bi-Mart 608 2280 Ashland St Ashland	TBD per Walgreens 10/28/21	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	Walgreens 210 E Barnett Rd Medford 10/27/21	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	Walgreens 2280 W Main St Medford 10/26/21	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	Walgreens 115 N 20th Ave Cornelius 10/28/21	Safeway Pharmacy 2836 Pacific Ave Forest Grove 503-359-8706		
Bi-Mart 682 1030 SE Oar Ave Lincoln City	Unconfirmed location 11/4/21	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	Unconfirmed location 10/20/21	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	Unconfirmed location 10/26/21	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