

Provider Notice

To: All Blue Cross Complete providers

Date: Sept 30, 2026

Subject: Blue Cross Complete will transition its pharmacy benefit management services to OptumRx

Effective Jan. 1, 2027, Blue Cross Complete will transition its pharmacy benefit management services to OptumRx. Blue Cross Complete will conclude pharmacy benefit management operations with PerformRx, effective Dec. 31, 2026.

OptumRx will manage claims processing, rebates, mail order and network contracting. AmeriHealth Caritas' Pharmacy Department will manage Formulary, Clinical Programs, Prior Authorizations and Member Services.

- The change to OptumRx will not affect the covered drug list.
 - The online drug list is periodically updated. Consult the list regularly to find the most current covered drugs as well as those drugs that require prior authorization.
 - The online drug list for Blue Cross Complete can be found at mibluccrosscomplete.com/providers/resources/pharmacy-resources/.
- The telephone number or process for requesting prior authorizations will remain the same during this transition.
 - Prior authorizations will be processed internally at AmeriHealth Caritas.
 - The telephone number for questions about prior authorizations is **1-888-989-0057**.
 - The process and prior authorization forms for submitting a prior authorization request can be found at mibluccrosscomplete.com.
- We are working to ensure all pharmacies available in our current network will remain available after our transition to OptumRx. The change to Optum Rx may impact some of the contracted pharmacy network available to our members. Impacted members will be made aware if their pharmacy is affected.
- If a pharmacy that is not already part of the OptumRx network chooses not to join, we will assist your patient in locating a new pharmacy within the OptumRx network.
 - The contracted pharmacies for Blue Cross Complete can be found at mibluccrosscomplete.com.



- The Pharmacy Provider Services telephone number will not change. The number is **1-888-989-0057**. Providers can call this number to ask about prior authorizations and other questions that they may have about pharmacy benefits and services.
- The Pharmacy Member Services telephone number will not change. The number is **1-888-288-3231**. Members can call this number to ask about prior authorizations and other questions that they may have about pharmacy benefits and services.

If you have any questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at **1-888-312-5713**.

**Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.*