

Friday, May 10, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 05.10.24](#) (Word doc)
- [ALL PLANS – May 14 ABC Conference Call Agenda](#)
- [ALL PLANS – BCBST CHI Memorial Network P Member Letter](#)
- [ALL PLANS – BCBST CHI Memorial Network S Member Letter](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, central state, state higher ed, state offline agencies, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.
ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

ABC Conference Calls

The next ABC conference calls are **Tuesday, May 14**.

- **Higher Ed: 8:30 – 9 a.m. CT**
- **Local Ed: 9:30 – 10 a.m. CT**
- **Local Government: 10:30 – 11 a.m. CT**
- **State: 11:30 a.m. – 12 p.m. CT**

Use the WebEx login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

Optum Health Natural Disaster Flyer

It's that time of year when severe weather may continue to occur. We want to remind you there is a Natural Disaster flyer available on the Partners for Health website, under Emotional Wellbeing Solutions, in the Here4TN toolkit that you can share with your employees. You can find it here: <https://cx.optum.com/content/dam/cex-consumer/here4tn-toolkit/documents/Here4TN-EAP-Natural-Disaster-Flyer-Domestic.pdf>

BlueCross BlueShield Network Change

HCA Parkridge is joining Blue Network S effective July 1, 2024. CHI Memorial doctors and facilities will leave Blue Network S and Blue Network P effective July 1. BCBST members will receive communications soon with additional information on these network changes. To learn more, members may visit <https://bcbstnetworkupdates.com/>. Sample letters for both BCBST Network S and Network P members are posted with today's Friday Update.

CVS Mail Service Pharmacy Change

Beginning May 15, 2024, CVS Caremark Mail Service Pharmacy will no longer have inventory to dispense certain GLP-1s, due to widespread supply constraints. GLP-1s are medications used to treat diabetes or obesity, depending on the specific drug.

Members may fill prescriptions for these medications at in-network retail pharmacies, where available. Members will pay plan-designated retail cost-sharing; however, they may be eligible to use manufacturer copay assistance cards, as available.

Summary of Changes

Starting May 15, 2024, CVS Caremark Mail Service Pharmacy will no longer have inventory to dispense any prescriptions for all dosages of the supply-constrained medications below:

- Mounjaro
- Trulicity
- Wegovy
- Saxenda

Impact to Members

- Starting May 15, 2024, members will no longer be able to fill the above supply-constrained GLP-1 drugs at CVS Caremark Mail Service Pharmacy.
 - The Mail Service Pharmacy will continue to dispense GLP-1s that are not experiencing supply constraints.
- Before May 15, 2024, CVS Caremark's Mail Service Pharmacy will reach out to impacted members:
 - Members will receive letters and a call from CVS Caremark Mail Service Customer Care representatives to alert members to the upcoming change and offer alternative options for members to receive their medication.
 - Customer Care representatives will also assist members in transferring prescriptions to any in-network participating retail pharmacy.
- After May 15, 2024, CVS Caremark's Mail Service Pharmacy will notify members who attempt to fill a prescription for these drugs that their order cannot be processed.
 - Multiple communication channels will be used, as permitted: letter, email and/or SMS.
 - Prescribers that attempt to send new prescriptions for supply-constrained GLP-1s to CVS Caremark Mail Service Pharmacy will also be notified that the prescription cannot be filled.
- Claims for supply-constrained GLP-1s filled at in-network retail pharmacies will be processed at contracted retail rates. Members will pay retail copays. Commercial members may be eligible to use manufacturer copay cards which could decrease member out of pocket cost.

- Members can view a list of participating pharmacies in their network by signing into Caremark.com. Choose “Plan and Benefits” and then select “Pharmacy Locator.” If they have additional questions, they can call the number on their benefit card.

Service Center Metrics

The service center metrics and customer service rating for April 2024 are below:

- Tickets via Email: 1,214
- Tickets via Self-Service: 2,888
- Tickets via Phone: 3,581
- Tickets via Chat: 199
- Total: 7,882
- Satisfaction Score: 98.0%

Local Education ABCs: The HIPAA training deadline has passed (April 30). There are many ABCs who have not completed this required annual training. Please see the local education section below for instructions on how to complete HIPAA training.

State Higher Education ABCs: Your HIPAA training deadline is May 31. Please see the HIPAA training information outlined below.

End of all plans message

CENTRAL STATE

For ABCs (central state)

ABC HIPAA Training

The 2024 HIPAA annual class is open. You can take the class now! There is no need to wait for the assigned month. **You must complete the training by the last day of your assigned training month.** This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

State will take **State_HE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.**

Training completion schedule:

- **State – June 30**

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

ABC HIPAA Training

The 2024 HIPAA annual class is open. You can take the class now! There is no need to wait for the assigned month. **You must complete the training by the last day of your assigned training month.** This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

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All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Higher education will take **State_HE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.**

Training completion schedule:

- **Higher education – May 31**

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

ABC HIPAA Training

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Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

State will take **State_HE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.**

Training completion schedule:

- **State – June 30**

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

HIPAA Training Deadline has Passed!

The 2024 HIPAA annual class is open. You can take the class now! **You must complete the training.** Our training for local education now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. **Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.**

Local education will take **LG_LE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2024.**

Training completion schedule:

- **Local education – April 30**

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

HIPAA Training

The 2024 HIPAA annual class is open. You can take the class now! **You must complete the training by the last day of your assigned training month.** Our training for local government now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Local education will take **LG_LE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2024.**

Training completion schedule:

- **Local government – June 30**

End of local gov message

ABC Conference Calls – May 14, 2024

Higher Ed: 8:30 a.m. CT

Local Ed: 9:30 a.m. CT

Local Gov: 10:30 a.m. CT

State: 11:30 a.m. CT

Webinar presentation is included during the conference call.

To join the ABC conference call - **click on the link:**

<https://tn.webex.com/meet/joan.williams>

- You will see **Joan Williams's Personal Room.**

If you don't have WebEx installed on your computer, you can run a temporary application.

- **It may ask you to join from your browser or download the WebEx meetings app.**
- Enter your name and email address. Then click **Join Meeting.**
- **You may see a pop-up asking you to choose your phone and video connections, or it will automatically connect your audio and video based on your prior settings.**
- You may see a preview screen with microphone and video button symbols (buttons on the bottom of the screen). **Please turn off/mute your video option/button.**
- **You can click on the down arrow to change your audio option:**
 - **Call me** (recommended - enter the number you want to system to call)
 - **Use your computer for audio (if you have a headset)**
 - You can select your speaker and microphone settings
 - **Call in** (gives you the phone number to call)
- **Chat is on the bottom right.**

If you are only calling in to listen and not using a computer, please use the following phone number and access code: +1-415-655-0001 US TOLL. Access code: 160 068 7633

Agenda

Communications

- **Materials and Communications**
 - **Updates**
 - **ABC Webpage Changes**
 - **ABC Conference Call and Friday Update Poll Results**
 - **State: 4Mind4Body – Optum Health Men's Mental Health Webinar, June 12**

Presentations

- **Optum Health Website Changes**
- **Higher Ed: HIPAA Training – Deadline May 31**
- **Local Gov and State: HIPAA Training - Deadline June 30**

Operations

- **Local Ed: Eligibility Rule Survey**
- **Higher Ed/Local Ed/Local Gov: Retirement Reminder**

Questions



<Date>

<First Name> <Last Name>
<Address 1>
<Address 2>
<City>, <State> <Zip>

Dear <First Name>,

We're reaching out to let you know about a change to our BlueCross provider network, Blue Network PSM.

We prefer not to make changes to our networks, but sometimes it's necessary for keeping health care costs reasonable. As a result of recent negotiations, **CHI Memorial doctors and facilities will leave your health plan's Blue Network P starting July 1, 2024.**

If you get non-emergency care from CHI Memorial doctors or one of the following facilities on or after July 1, you'll have to pay more:

- CHI Memorial Hospital, Chattanooga, Tenn.
- CHI Memorial Hospital Hixson, Hixson, Tenn.
- CHI Memorial Hospital Georgia, Fort Oglethorpe, Ga.
- CHI Memorial Parkway Imaging, Ringgold, Ga.
- Memorial Heart Institute, LLC, Chattanooga, Tenn.

Erlanger and Parkridge Health System are our Network P health systems for Chattanooga. You can find a list of Erlanger, Parkridge and all other local facilities by going to **bcbst.com/network-p**. Please confirm in-network status before scheduling an appointment so you can get the most out of your benefits.

We Want You to Keep Your Doctors

We know how important it is to have a personal relationship with your doctors, like the ones you see for your annual checkups. **If you see a CHI Memorial doctor after July 1, 2024, we'll still pay for your care at our current in-network rates.** But your doctor and CHI Memorial will decide what they charge you. We encourage you to ask your doctors if they will continue to see you once CHI Memorial leaves our network and if they will charge you more for care you get after July 1, 2024.

What's Next?

- **If you get non-emergency care from CHI Memorial facilities or doctors on and after July 1, 2024, you'll have to pay more out of your own pocket.** This is the case even if you or your doctor get prior authorization for your care. You'll pay your out-of-network copay, deductible and coinsurance amounts, which are more than what you pay when you visit in-network providers. You'll also pay for any charges above the

allowed amount (the most the plan will pay for a covered service) if the provider sends you a bill for those charges.

- Before scheduling care, make sure whoever gives you care is in your provider network by going to [bcbst.com/network-p](https://www.bcbst.com/network-p).
- In an emergency, you should go to the closest emergency room. If you receive emergency care from these CHI Memorial facilities or providers, your emergency care services will still be covered at the in-network level under your plan's emergency room coverage. In an emergency, providers can't charge you more than in-network rates.

We're Here to Help

If you're getting ongoing care from a CHI Memorial doctor or facility, you can ask us to keep covering it. To do that, get help finding a new facility in your network, or if you have any questions, please call us at 1-800-558-6213. We're here Monday through Friday, 7 a.m. to 5 p.m., CT. You can also find more network hospitals, facilities and providers at [bcbst.com/members/TN_state](https://www.bcbst.com/members/TN_state), and you can visit [BCBSTNetworkUpdates.com](https://www.BCBSTNetworkUpdates.com) for news about CHI Memorial and our networks.

Best of Health,

Your Member Care Team

Frequently Asked Questions

What if I am receiving ongoing treatment on July 1, 2024?

You may be eligible for Continuity of Care. See the Continuity of Care section of this mailing for more information.

I've been approved for services that start after June 30, 2024. What should I do?

Please call us at 1-800-558-6213. We'll help you get approval for treatment at another hospital in your network. We can also work with you to determine if you're eligible for Continuity of Care.

What if my primary care or specialist provider refers patients only to CHI Memorial doctors or facilities?

You'll need to get care from in-network doctors and facilities to continue receiving in-network benefits for services. We can help you find a new PCP or specialist. Please call us at 1-800-558-6213. You can also visit [bcbst.com/members/TN_state](https://www.bcbst.com/members/TN_state) to find a list of facilities in your network.

What if I receive emergency care at CHI Memorial facilities?

Your emergency care services will be covered at the in-network level under your plan's emergency room coverage. If you're admitted to the hospital from the emergency room, medically necessary services for the approved days will be covered at the in-network level.

Continuity of Care

What is the Continuity of Care program, and what do I have to do to see if I qualify for Continuity of Care?

The Continuity of Care program lets you continue to get in-network coverage for certain medical treatments from your provider or at a hospital for a specific period of time — even after the provider leaves your plan's network. This means the plan will pay the provider or hospital as if they were still in-network, and you will pay your in-network deductible and coinsurance amounts. You will have to pay more than usual, however, if the hospital decides to bill you for more than the maximum allowable charge. There are two ways to

find out more:

1. Call 1-800-558-6213. Let us know you're in the middle of treatment. We'll work with you to determine your eligibility for Continuity of Care. We can also help you complete the request form.
2. Use bcbst.com/members/TN_state
 - a. Go to bcbst.com/members/tn_state/resources/
 - b. Scroll to the middle of the page and click on **Forms**.
 - c. Download **Medical Transition Care Form**.
 - d. Print it and fill it out, or request that your provider fill it out.
 - e. The form will have the mailing address you must send it to.

Once you submit the request form, we'll send you a letter with our decision. If you have any questions, we're happy to help. Please call us at 1-800-558-6213.

Is there a deadline for requesting Continuity of Care?

Yes. You must apply **within 30 days** of your health care provider's termination date of July 1, 2024. This is the date that your provider is leaving your plan's network.

How long will Continuity of Care services be covered at the in-network rate?

If Continuity of Care is approved before July 1, 2024, you may be able to get in-network coverage for care from the hospital and/or your provider for up to 90 days. The Continuity of Care period begins when your provider leaves the network.

If you're pregnant and in your second trimester on the date of your provider's network termination, you may be able to continue to receive care from the hospital and/or your provider at the in-network rate for the remainder of your pregnancy, as well as during your postpartum care.

Will care from my provider be covered as in-network benefits under approved Continuity of Care?

If your provider agrees to provide Continuity of Care, they're agreeing to continue coverage of your care at the in-network rate. They must also:

- continue to accept reimbursement from us at the rates we agreed to before the transitional period as payment in full;
- follow our quality assurance requirements and provide us with necessary medical information related to your care; and
- follow our policies and procedures, including but not limited to, referrals, pre- authorizations and treatment plans approved by us.

BlueCross BlueShield of Tennessee (BlueCross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BlueCross does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

BlueCross:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified interpreters and (2) written information in other formats, such as large print, audio and accessible electronic formats.
- Provides free language services to people whose primary language is not English, such as: (1) qualified interpreters and (2) written information in other languages.

If you need these services, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-558-6213 (TTY: 1-800-848-0298 or 711).

If you believe that BlueCross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance ("Nondiscrimination Grievance"). For help with preparing and submitting your Nondiscrimination Grievance, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-558-6213 (TTY: 1-800-848-0298 or 711). They can provide you with the appropriate form to use in submitting a Nondiscrimination Grievance. You can file a Nondiscrimination Grievance in person or by mail, fax or email. Address your Nondiscrimination Grievance to: Nondiscrimination Compliance Coordinator; c/o Manager, Operations, Member Benefits Administration; 1 Cameron Hill Circle, Suite 0019, Chattanooga, TN 37402-0019; (423) 591-9208 (fax); Nondiscrimination_OfficeGM@bcbst.com (email).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-558-6213 (TTY: 1-800-848-0298).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-558-6213 (رقم هاتف الصم والبكم: 1-800-848-0298).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-558-6213 (TTY:1-800-848-0298)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-558-6213 (TTY:1-800-848-0298).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-558-6213 (TTY: 1-800-848-0298) 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-558-6213 (ATS : 1-800-848-0298).

ប្រសិនបើ អ្នក រៀន ភាសា ខ្មែរ ឬ ភាសា ខ្មែរ ដទៃ ទៀត លើ ភាសា ខ្មែរ ដើម របស់ អ្នក យើង ផ្តល់ ជូន អ្នក ជំនួយ ឥត គិត ថ្លៃ ដើម្បី ជួយ អ្នក ទាក់ ទង ជា មួយ ភាសា ខ្មែរ របស់ អ្នក បាន ល្អ បំផុត ទៅ បំផុត ។ ហៅ 1-800-558-6213 (TTY: 1-800-848-0298) ។

ማለታዎ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች: በነጻ ሊያገለግሉት ተዘጋጅተዋል: ወደ ሚክተሎ ቁጥር ደደውሉ 1-800-558-6213 (መስማት ለተሳናቸው: 1-800-848-0298)።

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-558-6213 (TTY: 1-800-848-0298).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-558-6213 (TTY:1-800-848-0298)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-558-6213 (TTY:1-800-848-0298) まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-558-6213 (TTY:1-800-848-0298).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-558-6213 (TTY:1-800-848-0298) पर कॉल करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-558-6213 (телетайп: 1-800-848-0298).

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. 1-800-558-6213 (TTY:1-800-848-0298) تماس بگیرید.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-558-6213 (TTY: 1-800-848-0298).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-558-6213 (TTY: 1-800-848-0298).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-558-6213 (TTY: 1-800-848-0298).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-558-6213 (TTY: 1-800-848-0298).

Díí baa akó ninízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóíq, kojí' hódíílnih 1-800-558-6213 (TTY: 1-800-848-0298).



1 Cameron Hill Circle
Chattanooga, TN 37402
bcbst.com

<Date>

<First Name> <Last Name>
<Address 1>
<Address 2>
<City>, <State> <Zip>

Dear <First Name>,

We're reaching out to let you know about a change to our BlueCross provider network, Blue Network SSM.

We prefer not to make changes to our networks, but sometimes it's necessary for keeping health care costs reasonable. As a result of recent negotiations, **CHI Memorial doctors and facilities will leave your health plan's Blue Network S starting July 1, 2024.**

If you get non-emergency care from CHI Memorial doctors or one of the following facilities on or after July 1, you'll have to pay more:

- CHI Memorial Hospital, Chattanooga, Tenn.
- CHI Memorial Hospital Hixson, Hixson, Tenn.
- CHI Memorial Hospital Georgia, Fort Oglethorpe, Ga.
- CHI Memorial Parkway Imaging, Ringgold, Ga.
- Memorial Heart Institute, LLC, Chattanooga, Tenn.

Erlanger is our current Network S health system for Chattanooga. Parkridge Health System is joining Network S July 1. You can find a list of Erlanger, Parkridge and all other local facilities by going to [bcbst.com/network-s](https://www.bcbst.com/network-s) (Parkridge doctors and providers may not appear in our online directory until July 1). Please confirm in-network status before scheduling an appointment so you can get the most out of your benefits.

We Want You to Keep Your Doctors

We know how important it is to have a personal relationship with your doctors, like the ones you see for your annual checkups. **If you see a CHI Memorial doctor after July 1, 2024**, we'll still pay for your care at our current in-network rates. But your doctor and CHI Memorial will decide what they charge you. We encourage you to ask your doctors if they will continue to see you once CHI Memorial leaves our network and if they will charge you more for care you get after July 1, 2024.

What's Next?

- **If you get non-emergency care from CHI Memorial facilities or doctors on and after July 1, 2024, you'll have to pay more out of your own pocket.** This is the case even if you or your doctor get prior authorization for your care. You'll pay your out-of-network copay, deductible and coinsurance amounts, which are more than what you

pay when you visit in-network providers. You'll also pay for any charges above the allowed amount (the most the plan will pay for a covered service) if the provider sends you a bill for those charges.

- Before scheduling care, make sure whoever gives you care is in your provider network by going to [bcbst.com/network-s](https://www.bcbst.com/network-s).
- In an emergency, you should go to the closest emergency room. If you receive emergency care from these CHI Memorial facilities or providers, your emergency care services will still be covered at the in-network level under your plan's emergency room coverage. In an emergency, providers can't charge you more than in-network rates.

We're Here to Help

If you're getting ongoing care from a CHI Memorial doctor or facility, you can ask us to keep covering it. To do that, get help finding a new facility in your network, or if you have any questions, please call us at 1-800-558-6213. We're here Monday through Friday, 7 a.m. to 5 p.m., CT. You can also find more network hospitals, facilities and providers at [bcbst.com/members/TN_state](https://www.bcbst.com/members/TN_state), and you can visit [BCBSTNetworkUpdates.com](https://www.BCBSTNetworkUpdates.com) for news about CHI Memorial and our networks.

Best of Health,

Your Member Care Team

Frequently Asked Questions

What if I am receiving ongoing treatment on July 1, 2024?

You may be eligible for Continuity of Care. See the Continuity of Care section of this mailing for more information.

I've been approved for services that start after June 30, 2024. What should I do?

Please call us at 1-800-558-6213. We'll help you get approval for treatment at another hospital in your network. We can also work with you to determine if you're eligible for Continuity of Care.

What if my primary care or specialist provider refers patients only to CHI Memorial doctors or facilities?

You'll need to get care from in-network doctors and facilities to continue receiving in-network benefits for services. We can help you find a new PCP or specialist. Please call us at 1-800-558-6213. You can also visit [bcbst.com/members/TN_state](https://www.bcbst.com/members/TN_state) to find a list of facilities in your network.

What if I receive emergency care at CHI Memorial facilities?

Your emergency care services will be covered at the in-network level under your plan's emergency room coverage. If you're admitted to the hospital from the emergency room, medically necessary services for the approved days will be covered at the in-network level.

Continuity of Care

What is the Continuity of Care program, and what do I have to do to see if I qualify for Continuity of Care?

The Continuity of Care program lets you continue to get in-network coverage for certain medical treatments from your provider or at a hospital for a specific period of time — even after the provider leaves your plan's network. This means the plan will pay the provider or hospital as if they were still in-network, and you will pay your in-network deductible and coinsurance amounts. You will have to pay more than usual, however, if the hospital

decides to bill you for more than the maximum allowable charge. There are two ways to find out more:

1. Call 1-800-558-6213. Let us know you're in the middle of treatment. We'll work with you to determine your eligibility for Continuity of Care. We can also help you complete the request form.
2. Use bcbst.com/members/TN_state
 - a. Go to bcbst.com/members/tn_state/resources/
 - b. Scroll to the middle of the page and click on **Forms**.
 - c. Download **Medical Transition Care Form**.
 - d. Print it and fill it out, or request that your provider fill it out.
 - e. The form will have the mailing address you must send it to.

Once you submit the request form, we'll send you a letter with our decision. If you have any questions, we're happy to help. Please call us at 1-800-558-6213.

Is there a deadline for requesting Continuity of Care?

Yes. You must apply **within 30 days** of your health care provider's termination date of July 1, 2024. This is the date that your provider is leaving your plan's network.

How long will Continuity of Care services be covered at the in-network rate?

If Continuity of Care is approved before July 1, 2024, you may be able to get in-network coverage for care from the hospital and/or your provider for up to 90 days. The Continuity of Care period begins when your provider leaves the network.

If you're pregnant and in your second trimester on the date of your provider's network termination, you may be able to continue to receive care from the hospital and/or your provider at the in-network rate for the remainder of your pregnancy, as well as during your postpartum care.

Will care from my provider be covered as in-network benefits under approved Continuity of Care?

If your provider agrees to provide Continuity of Care, they're agreeing to continue coverage of your care at the in-network rate. They must also:

- continue to accept reimbursement from us at the rates we agreed to before the transitional period as payment in full;
- follow our quality assurance requirements and provide us with necessary medical information related to your care; and
- follow our policies and procedures, including but not limited to, referrals, pre- authorizations and treatment plans approved by us.

BlueCross BlueShield of Tennessee (BlueCross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BlueCross does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

BlueCross:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified interpreters and (2) written information in other formats, such as large print, audio and accessible electronic formats.
- Provides free language services to people whose primary language is not English, such as: (1) qualified interpreters and (2) written information in other languages.

If you need these services, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-558-6213 (TTY: 1-800-848-0298 or 711).

If you believe that BlueCross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance ("Nondiscrimination Grievance"). For help with preparing and submitting your Nondiscrimination Grievance, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-558-6213 (TTY: 1-800-848-0298 or 711). They can provide you with the appropriate form to use in submitting a Nondiscrimination Grievance. You can file a Nondiscrimination Grievance in person or by mail, fax or email. Address your Nondiscrimination Grievance to: Nondiscrimination Compliance Coordinator; c/o Manager, Operations, Member Benefits Administration; 1 Cameron Hill Circle, Suite 0019, Chattanooga, TN 37402-0019; (423) 591-9208 (fax); Nondiscrimination_OfficeGM@bcbst.com (email).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-558-6213 (TTY: 1-800-848-0298).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-558-6213 (رقم هاتف الصم والبكم: 1-800-848-0298).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-558-6213 (TTY:1-800-848-0298)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-558-6213 (TTY:1-800-848-0298).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-558-6213 (TTY: 1-800-848-0298) 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-558-6213 (ATS : 1-800-848-0298).

បំណុល: ភ្នំ រក្សា ភាសាខ្មែរ មាន ជំនួយ ភាសា ឥត គិត ថ្លៃ ឱ្យ អ្នក ប្រើប្រាស់ បាន ។ ទូរស័ព្ទ លេខ 1-800-558-6213 (TTY: 1-800-848-0298) ។

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በገጸ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚክተሎ ቁጥር ደደውሉ 1-800-558-6213 (መስማት ለተሳናቸው: 1-800-848-0298)።

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-558-6213 (TTY: 1-800-848-0298).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-558-6213 (TTY:1-800-848-0298)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-558-6213 (TTY:1-800-848-0298) まで、お電話にてご連絡ください。

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ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-558-6213 (телетайп: 1-800-848-0298).

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. 1-800-558-6213 (TTY:1-800-848-0298) .تماس بگیرید .

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-558-6213 (TTY: 1-800-848-0298).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-558-6213 (TTY: 1-800-848-0298).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-558-6213 (TTY: 1-800-848-0298).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-558-6213 (TTY: 1-800-848-0298).

Díí baa akó ninízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóíq, kojí' hódííłnih 1-800-558-6213 (TTY: 1-800-848-0298).

Friday, May 3, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 05.03.24](#) (Word doc)
- [STATE ONLY - 4Mind4Body Webinar Flyer](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, central state, state higher ed, state offline agencies, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.
ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

Edison System Maintenance

Edison will be performing system maintenance on **Sunday, May 5, 2024**, from 6 a.m. to 6 p.m. CT. During this time, Edison will be unavailable for all users and users will not be able to log in.

Local Education ABCs: The HIPAA training deadline has passed (April 30). There are many ABCs who have not completed this required annual training. Please see the local education section below on how to complete HIPAA training.

State Higher Education ABCs: Your HIPAA training deadline is May 31. Please see the HIPAA training information outlined below.

End of all plans message

CENTRAL STATE

For Members (central state)

4Mind4Body Webinar – Intuitive Eating: How to Heal your Relationship with Food

Email/subject line: Join Partners for Health for the Intuitive Eating webinar, May 8, 11:30 a.m. CT

Presented by Sharecare, join Partners for Health for the Intuitive Eating: How to Heal Your Relationship with Food webinar, Wednesday, May 8, from 11:30 a.m. – 12:30 p.m. CT.

What is mindful eating and how do I start intuitive eating? This webinar explains how to incorporate healthier eating habits into your daily life while practicing mindfulness techniques.

Pre-registration required. Session will be recorded and made available after the session.

Click here to register:

<https://events.teams.microsoft.com/event/78f7c0b1-7129-4577-9fe2-1cf2247ae300@4791286b-0707-4782-8dae-89fe4a320b09>

[Click here](#) for more information about upcoming webinars and previously recorded sessions.

For ABCs (central state)

4Mind4Body Webinar – Intuitive Eating

We've included a message above and posted a flyer you can share with employees about the upcoming 4Mind4Body webinar, Intuitive Eating, presented by Partners for Health and Sharecare. The webinar will take place Wednesday, May 8, starting at 11:30 a.m. CT. A link to information about upcoming webinars and previously recorded sessions is also included.

ABC HIPAA Training

The 2024 HIPAA annual class is open. You can take the class now! There is no need to wait for the assigned month. **You must complete the training by the last day of your assigned training month.** This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's

commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

State will take **State_HE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.

Training completion schedule:

- **State – June 30**

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

ABC HIPAA Training

The 2024 HIPAA annual class is open. You can take the class now! There is no need to wait for the assigned month. **You must complete the training by the last day of your assigned training month.** This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Higher education will take **State_HE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.**

Training completion schedule:

- **Higher education – May 31**

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

ABC HIPAA Training

The 2024 HIPAA annual class is open. You can take the class now! There is no need to wait for the assigned month. **You must complete the training by the last day of your assigned training month.** This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

State will take **State_HE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.**

Training completion schedule:

- **State – June 30**

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

HIPAA Training Deadline has Passed!

The 2024 HIPAA annual class is open. You can take the class now! **You must complete the training by the last day of your assigned training month.** Our training for local education now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Local education will take **LG_LE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2024.**

Training completion schedule:

- **Local education – April 30**

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

HIPAA Training

The 2024 HIPAA annual class is open. You can take the class now! **You must complete the training by the last day of your assigned training month.** Our training for local government now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

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Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Local education will take **LG_LE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2024.**

Training completion schedule:

- **Local government – June 30**

End of local gov message

4MIND4BODY

LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)



The Magic of Movement

April 10, 11:30–12:30 CT

Discover the key to aging well and the health benefits of walking. This webinar will also give tips to help you increase your steps throughout the day and explain the impact of movement on the brain and your overall lifespan.

[CLICK HERE TO REGISTER](#)

Intuitive Eating: *How to Heal Your Relationship with Food*

May 8, 11:30–12:30 CT

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[CLICK HERE TO REGISTER](#)

Friday, April 26, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 04.26.24](#) (Word doc)
- [STATE ONLY – 4Mind4Body Webinar Flyer](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, central state, state higher ed, state offline agencies, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.
ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

Edison System Maintenance

Edison will be performing system maintenance on **Sunday, May 5, 2024**, from 6 a.m. to 6 p.m. CT. During this time, Edison will be unavailable for all users and users will not be able to log in.

End of all plans message

CENTRAL STATE

For Members (central state)

4Mind4Body Webinar – Intuitive Eating: How to Heal your Relationship with Food

Email/subject line: Join Partners for Health for the Intuitive Eating webinar, May 8, 11:30 a.m. CT

Presented by Sharecare, join Partners for Health for the Intuitive Eating: How to Heal Your Relationship with Food webinar, Wednesday, May 8, from 11:30 a.m. – 12:30 p.m. CT

What is mindful eating and how do I start intuitive eating? This webinar explains how to incorporate healthier eating habits into your daily life while practicing mindfulness techniques.

Pre-registration required. Session will be recorded and made available after the session.

Click here to register:

<https://events.teams.microsoft.com/event/78f7c0b1-7129-4577-9fe2-1cf2247ae300@4791286b-0707-4782-8dae-89fe4a320b09>

[Click here](#) for more information about upcoming webinars and previously recorded sessions.

For ABCs (central state)

4Mind4Body Webinar – Intuitive Eating

We've included a message above and posted a flyer you can share with employees about the upcoming 4Mind4Body webinar, Intuitive Eating, presented by Partners for Health and Sharecare. The webinar will take place Wednesday, May 8, starting at 11:30 a.m. CT. A link to information about upcoming webinars and previously recorded sessions is also included.

ABC HIPAA Training

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State will take **State_HE_HIPAA_2024**

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NAV BAR > Navigator > ELM > Learning Home > Search for Learning type HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.

Training completion schedule:

- State – June 30

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

ABC HIPAA Training

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Higher education will take **State_HE_HIPAA_2024**

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Training completion schedule:

- Higher education – May 31

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

ABC HIPAA Training

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Training completion schedule:

- State – June 30

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

HIPAA Training Deadline is April 30

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Local education will take **LG_LE_HIPAA_2024**

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Training completion schedule:

- Local education – April 30

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

HIPAA Training

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Training completion schedule:

- Local government – June 30

End of local gov message

4MIND4BODY

LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)



The Magic of Movement

April 10, 11:30–12:30 CT

Discover the key to aging well and the health benefits of walking. This webinar will also give tips to help you increase your steps throughout the day and explain the impact of movement on the brain and your overall lifespan.

[CLICK HERE TO REGISTER](#)

Intuitive Eating: *How to Heal Your Relationship with Food*

May 8, 11:30–12:30 CT

What is mindful eating and how do I start intuitive eating? This webinar explains how to incorporate healthier eating habits into your daily life while practicing mindfulness techniques.



[CLICK HERE TO REGISTER](#)

Friday, April 19, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 04.19.24](#) (Word doc)
- [STATE ONLY - 4Mind4Body Webinar Flyer](#)

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ALL PLANS

For ABCs (all plans)

Explanation of Benefits Reminder and Resources

Benefits Administration reminds members who have received health services to check their explanation of benefits to make sure the fees they were charged are correct for Partners for Health plan members.

Members who believe they may have overpaid for a service should contact their health care provider to ask for a refund. Plan members who need assistance to request a refund should contact their insurance carrier.

To learn more about the explanation of benefits and why it's important, visit <https://mailchi.mp/tn.gov/know-your-health-aug2022-3160941>.

Find more information on EOBs on our carrier webpages via the [Partners for Health website](#).

End of all plans message

CENTRAL STATE

For Members (central state)

4Mind4Body Webinar – Intuitive Eating: How to Heal your Relationship with Food

Email/subject line: Join Partners for Health for the Intuitive Eating webinar, May 8, 11:30 a.m. CT

Presented by Sharecare, join Partners for Health for the Intuitive Eating: How to Heal Your Relationship with Food webinar, Wednesday, May 8, from 11:30 a.m. – 12:30 p.m. CT

What is mindful eating and how do I start intuitive eating? This webinar explains how to incorporate healthier eating habits into your daily life while practicing mindfulness techniques.

Pre-registration required. Session will be recorded and made available after the session.

Click here to register:

<https://events.teams.microsoft.com/event/78f7c0b1-7129-4577-9fe2-1cf2247ae300@4791286b-0707-4782-8dae-89fe4a320b09>

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For ABCs (central state)

4Mind4Body Webinar – Intuitive Eating

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State will take **State_HE_HIPAA_2024**

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Training completion schedule:

- State – June 30

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

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Training completion schedule:

- Higher education – May 31

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

ABC HIPAA Training

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Training completion schedule:

- State – June 30

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

HIPAA Training

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Training completion schedule:

- Local education – April 30

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

HIPAA Training

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Training completion schedule:

- Local government – June 30

End of local gov message

4MIND4BODY

LUNCH AND LEARN

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April 10, 11:30–12:30 CT

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Friday, April 12, 2024 | Weekly ABC Update

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ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 04.12.24](#) (Word doc)
- [ALL PLANS – April 9 Combined ABC Conference Call Notes](#)

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ALL PLANS

For ABCs (all plans)

ABC Conference Call Notes

The April 9 combined ABC conference call notes are posted with today's Friday ABC update. The next ABC conference calls will be held May 14, 2024.

ABC Poll on Conference Calls and Friday Update

If you haven't already done so, you can still complete the brief poll about the changes made to ABC conference calls and the Friday ABC update process. The link is below, and it only takes about five minutes. The poll will only allow one response per email. We've had many responses submitted. Thank you for taking the time to reply.

Here is the link to complete the poll:

https://stateofennessee.formstack.com/forms/abc_poll_on_calls_and_update

HIPAA Training Reminder and Correction for Local Government

This week during **the local government call**, we relayed the wrong month for the Health Insurance Portability and Accountability Act training deadline. Here are the HIPAA training completion deadlines by plan:

- **Training completion schedule:**
 - Local education – April 30
 - Higher education – May 31
 - **Local government – June 30**
 - State – June 30

We apologize for any confusion this may have caused.

End of all plans message

CENTRAL STATE

For ABCs (central state)

ABC HIPAA Training

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Training completion schedule:

- State – June 30

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

ABC HIPAA Training

The 2024 HIPAA annual class is open. You can take the class now! There is no need to wait for the assigned month. You must complete the training by the last day of your assigned training month. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Higher education will take **State_HE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.**

Training completion schedule:

- Higher education – May 31

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

ABC HIPAA Training

The 2024 HIPAA annual class is open. You can take the class now! There is no need to wait for the assigned month. You must complete the training by the last day of your assigned training month. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

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Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

State will take **State_HE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > State_HE_HIPAA_2024.**

Training completion schedule:

- State – June 30

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

HIPAA Training

The 2024 HIPAA annual class is open. You can take the class now! You must complete the training by the last day of your assigned training month. Our training for local education now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Local education will take **LG_LE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2024.**

Training completion schedule:

- Local education – April 30

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

HIPAA Training

The 2024 HIPAA annual class is open. You can take the class now! You must complete the training by the last day of your assigned training month. Our training for local government now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

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Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Local education will take **LG_LE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR > Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2024.**

Training completion schedule:

- Local government – June 30

End of local gov message

Friday, April 5, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 04.05.24](#) (Word doc)
- [ALL PLANS – April 9 ABC Conference Call Agenda](#)
- [STATE ONLY – 4Mind4Body Webinar Flyer](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.

ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

The next ABC conference calls are **Tuesday, April 9**.

- **Higher Ed: 8:30 – 9 a.m. CT**
- **Local Ed: 9:30 – 10 a.m. CT**
- **Local Government: 10:30 – 11 a.m. CT**
- **State: 11:30 a.m. – 12 p.m. CT**

Use the WebEx login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

ABC Poll on Conference Calls and Friday Update

On Tuesday, April 2, Benefits Administration sent an email to all ABCs from our benefits.info@tn.gov email account with a link to a very brief poll about the changes made to ABC conference calls and the Friday ABC update process. We've already had many responses submitted. Thank you for taking a few minutes to reply.

If you haven't already done so, we encourage all ABCs to complete the survey (one response per ABC). **The deadline to complete the survey is April 16.**

Here is the link to complete the survey:

https://stateofennessee.formstack.com/forms/abc_poll_on_calls_and_update

Service Center Metrics

The service center metrics and customer service rating for March 2024 are below:

- Tickets via Email: 1,073
- Tickets via Self-Service: 2,642
- Tickets via Phone: 3,661
- Tickets via Chat: 168
- Total: 7,544
- Satisfaction Score: 98.6%

End of all plans message

CENTRAL STATE

For Members (central state)

Email/subject line: Join Partners for Health for The Magic of Movement webinar, April 10, 11:30 a.m. CT

Presented by Sharecare, join Partners for Health for The Magic of Movement webinar, Wednesday, April 10, from 11:30 a.m. to 12:30 p.m. CT.

Discover the key to aging well and the health benefits of walking. This webinar will also give tips to help you increase your steps throughout the day and explain the impact of movement on the brain and your overall lifespan.

Pre-registration required. Session will be recorded and made available after the session.

Click here to register:

<https://events.teams.microsoft.com/event/6376d60f-51c7-4876-a60f-dab2158c5cc0@4791286b-0707-4782-8dae-89fe4a320b09>

[Click here](#) for more information about upcoming webinars and previously recorded sessions.

For ABCs (central state)

4Mind4Body Webinar – The Magic of Movement

We've included a message above and posted a flyer you can share with employees about the upcoming 4Mind4Body webinar, The Magic of Movement, presented by Partners for Health and Sharecare. The webinar will take place Wednesday, April 10, starting at 11:30 a.m. CT. A link to information about upcoming webinars and previously recorded sessions is also included.

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

We don't have any messages specific to higher education ABCs.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specific to state offline agency ABCs.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

HIPAA Training

The 2024 HIPAA annual classes are open. You can take the class now! You must complete the training by the last day of your assigned training month. Our training for local education now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.

Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.

All ABCs and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access. Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Local education will take **LG_LE_HIPAA_2024**

Here is the navigation after you log in to Edison at www.edison.tn.gov:

NAV BAR >Navigator > ELM > Learning Home > Search for Learning type **HIPAA > Annual HIPAA Training (HIPAA 2000) > LG_LE_HIPAA_2024 or State_HE_HIPAA_2024.**

Training completion schedule:

- Local education – April 30

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs.

End of local gov message

ABC Conference Calls – April 9, 2024

Higher Ed: 8:30 a.m. CT

Local Ed: 9:30 a.m. CT

Local Gov: 10:30 a.m. CT

State: 11:30 a.m. CT

Webinar presentation is included during the conference call.

To join the ABC conference call - **click on the link:**

<https://tn.webex.com/meet/joan.williams>

- You will see **Joan Williams's Personal Room.**

If you don't have WebEx installed on your computer, you can run a temporary application.

- **It may ask you to join from your browser or download the WebEx meetings app.**
- Enter your name and email address. Then click **Join Meeting.**
- **You may see a pop-up asking you to choose your phone and video connections, or it will automatically connect your audio and video based on your prior settings.**
- You may see a preview screen with microphone and video button symbols (buttons on the bottom of the screen). **Please turn off/mute your video option/button.**
- **You can click on the down arrow to change your audio option:**
 - **Call me** (recommended - enter the number you want to system to call)
 - **Use your computer for audio (if you have a headset)**
 - You can select your speaker and microphone settings
 - **Call in** (gives you the phone number to call)
- **Chat is on the bottom right.**

If you are only calling in to listen and not using a computer, please use the following phone number and access code: +1-415-655-0001 US TOLL. Access code: 160 068 7633

Agenda

Communications

- **Materials and Communications**
 - Updates
 - Information on Agency Websites
 - **State: 4Mind4Body – The Magic of Movement Webinar Presented by Sharecare**

Presentations

- **Local Ed: HIPAA Training**

Operations

- **"Save the Date" for the ABC Summer Training**

Questions

4MIND4BODY

LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)



The Magic of Movement

April 10, 11:30–12:30 CT

Discover the key to aging well and the health benefits of walking. This webinar will also give tips to help you increase your steps throughout the day and explain the impact of movement on the brain and your overall lifespan.

[CLICK HERE TO REGISTER](#)

Intuitive Eating: *How to Heal Your Relationship with Food*

May 8, 11:30–12:30 CT

What is mindful eating and how do I start intuitive eating? This webinar explains how to incorporate healthier eating habits into your daily life while practicing mindfulness techniques.



[CLICK HERE TO REGISTER](#)

Thursday, March 28, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

[ABC Update 03.28.24](#) (Word doc)

[STATE ONLY – 4Mind4Body Webinar Flyer](#)

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Information you can directly share will be listed under the **For Members** header.

ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

ABC Poll on Conference Calls and Friday Update

Next Tuesday, April 2, Benefits Administration will send an email to all ABCs from our benefits.info@tn.gov email account with a link to a very brief poll about the changes made to ABC conference calls and the Friday ABC update process. We encourage all ABCs to complete the survey (one response per ABC). The deadline to complete the survey is April 16.

State Offices and BA Service Center Closed Friday, March 29

State offices and the BA service center are closed Friday, March 29 for Good Friday.

End of all plans message

CENTRAL STATE

For Members (central state)

Email/subject line: Join Partners for Health for The Magic of Movement webinar, April 10, 11:30 a.m. CT

Presented by Sharecare, join Partners for Health for The Magic of Movement webinar, Wednesday, April 10, from 11:30 a.m. to 12:30 p.m. CT.

Discover the key to aging well and the health benefits of walking. This webinar will also give tips to help you increase your steps throughout the day and explain the impact of movement on the brain and your overall lifespan.

Pre-registration required. Session will be recorded and made available after the session.

Click here to register:

<https://events.teams.microsoft.com/event/6376d60f-51c7-4876-a60f-dab2158c5cc0@4791286b-0707-4782-8dae-89fe4a320b09>

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For ABCs (central state)

4Mind4Body Webinar – The Magic of Movement

We've included a message above and posted a flyer you can share with employees about the upcoming 4Mind4Body webinar, The Magic of Movement, presented by Partners for Health and Sharecare. The webinar will take place Wednesday, April 10, starting at 11:30 a.m. CT. A link to information about upcoming webinars and previously recorded sessions is also included.

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

We don't have any messages specific to higher education ABCs.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specific to state offline agency ABCs.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

HIPAA Training

The 2024 HIPAA annual classes are open. You can take the class now! You must complete the training by the last day of your assigned training month. Our training for local education now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.

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Local education will take **LG_LE_HIPAA_2024**

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Training completion schedule:

- Local education – April 30

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs.

End of local gov message

4MIND4BODY

LUNCH AND LEARN

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The Magic of Movement

April 10, 11:30–12:30 CT

Discover the key to aging well and the health benefits of walking. This webinar will also give tips to help you increase your steps throughout the day and explain the impact of movement on the brain and your overall lifespan.

[CLICK HERE TO REGISTER](#)

Intuitive Eating: *How to Heal Your Relationship with Food*

May 8, 11:30–12:30 CT

What is mindful eating and how do I start intuitive eating? This webinar explains how to incorporate healthier eating habits into your daily life while practicing mindfulness techniques.



[CLICK HERE TO REGISTER](#)

Friday, March 22, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.

ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

Important Email Encryption Information

Starting today, March 22, 2024, the state of Tennessee will begin using additional encryption on emails that contain HIPAA information sent outside the state email system. The information can be contained in either the message body or as an attachment.

Agencies who use Microsoft 365 will not notice the change as the messages will open automatically in Outlook. Likewise, messages sent from Benefits Administration's Zendesk platform will not be impacted, as they use Zendesk's email servers.

All other emails from BA containing HIPAA information will require either a one-time code or a login to a Microsoft account. For more information on how to open one of these new secure messages, click here: <https://support.microsoft.com/en-us/office/how-do-i-open-a-protected-message-1157a286-8ecc-4b1e-ac43-2a608fbf3098?ui=en-us&rs=en-us&ad=us>

State Offices and BA Service Center Closed Friday, March 29

State offices and the BA service center will be closed Friday, March 29 for Good Friday.

End of all plans message

CENTRAL STATE

For Members (central state)

Email/subject line: Join Partners for Health for The Magic of Movement webinar, April 10, 11:30 a.m. CT

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Discover the key to aging well and the health benefits of walking. This webinar will also give tips to help you increase your steps throughout the day and explain the impact of movement on the brain and your overall lifespan.

Pre-registration required. Session will be recorded and made available after the session.

Click here to register:

<https://events.teams.microsoft.com/event/6376d60f-51c7-4876-a60f-dab2158c5cc0@4791286b-0707-4782-8dae-89fe4a320b09>

[Click here](#) for more information about upcoming webinars and previously recorded sessions.

For ABCs (central state)

4Mind4Body Webinar – The Magic of Movement

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End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

We don't have any messages specific to higher education ABCs.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specific to state offline agency ABCs.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs.

End of local gov message

4MIND4BODY

LUNCH AND LEARN

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The Magic of Movement

April 10, 11:30–12:30 CT

Discover the key to aging well and the health benefits of walking. This webinar will also give tips to help you increase your steps throughout the day and explain the impact of movement on the brain and your overall lifespan.

[CLICK HERE TO REGISTER](#)

Intuitive Eating: *How to Heal Your Relationship with Food*

May 8, 11:30–12:30 CT

What is mindful eating and how do I start intuitive eating? This webinar explains how to incorporate healthier eating habits into your daily life while practicing mindfulness techniques.



[CLICK HERE TO REGISTER](#)

Friday, March 15, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 03.15.24](#) (Word doc)
- [ALL PLANS – March 12 Combined ABC Conference Call Notes](#)
- [ALL PLANS – April Performance Drug List](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.

ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

ABC Conference Call Notes

The March 12 combined ABC conference call notes are posted with today's Friday ABC update. The next ABC conference calls will be held April 9, 2024.

April Performance Drug List Changes

The April PDL has been posted under the [ABC webpage](#) updates and on our [Partners for Health pharmacy webpage](#). As with each quarterly formulary update, CVS Caremark mailed notification letters to members who are affected by tier changes or drugs becoming non-covered, except in the case of products that have generic equivalents available or are acute therapies. Letters were sent to 6,016 impacted members notifying them about their prescription benefit change.

Shown below are drugs being added to the formulary or being removed from the PDL. Please encourage employees to use the state's specific webpage at info.caremark.com/stateoftn to view the most current version of the drug list, to review their prescription drug benefit information, request mail service orders and research drug information.

THE FOLLOWING CHANGES TO THE PDL (OR FORMULARY) AS OF APRIL 1, 2024

Drugs being added to the formulary effective April 1, 2024:

| | |
|-----------------------|--|
| Tier 3 brands: | |
|-----------------------|--|

| | |
|--|--|
| <u>Drug name</u> | |
| VITALIPID N INFANT | |
| VITLIPIID N ADULT | |
| VITLIPIID N INFANT (all non-preferred) | |
| | |
| Drugs moving from Tier 2 (preferred brand) to Tier 3 (non-preferred brand effective April 1, 2024): | |
| BIDIL | |
| EVAMIST | |
| PYLERA | |
| ZYCLARA | |
| | |
| Drugs not covered effective April 1, 2024, unless prior authorization is approved through the CVS Caremark medical exception process: | |
| <u>Drug name</u> | |
| IMBRUVICA | |
| HUMIRA | |
| VELPHORO | |
| ALBUTEROL SULFATE AEROSOL (NDC 00093317431) | |
| | |
| Indication based strategy update | |
| <u>Drug name</u> | |
| BIMZELX | |

End of all plans message

CENTRAL STATE

For ABCs (central state)

We don't have any messages specific to central state ABCs.

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

We don't have any messages specific to higher education ABCs.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specific to state offline agency ABCs.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs.

End of local gov message



Performance Drug List - Standard Control for Clients with Advanced Control Specialty Formulary[®] for State of Tennessee

The **CVS Caremark[®] Performance Drug List - Standard Control for Clients with Advanced Control Specialty Formulary[®] for State of Tennessee** is a guide within select therapeutic categories for clients, plan members and health care providers. **Generics should be considered the first line of prescribing.** If there is no generic available, there may be more than one brand-name medicine to treat a condition. These preferred brand-name medicines are listed to help identify products that are clinically appropriate and cost-effective. Generics listed in therapeutic categories are for representational purposes only. This is not an all-inclusive list and does not guarantee coverage. This list includes many commonly prescribed generic and preferred brand drugs but is not an all-inclusive list. Non-preferred brand drugs are not listed. Many of these brand name drugs are covered but will cost you the most. This list represents covered brand products in CAPS, branded generics in upper- and lowercase Italics, and generic products in lowercase italics. At the end of this document is a list of many drugs that are not covered and the preferred brand or generic alternative that is covered in its place.

PLAN MEMBER

Your benefit plan provides you with prescription drug coverage that is administered by CVS Caremark. Ask your doctor to consider prescribing, when medically appropriate, a preferred medicine from this list. Take this list the next time you or a covered family member sees a doctor.

- Your specific prescription benefit plan design may not cover certain medications, products or categories, regardless of their appearance in this document. Medications and products recently approved by the U.S. Food and Drug Administration (FDA) may not be covered immediately upon release to the market.
- Non-formulary products that are not covered under your benefit may offer a medical exception process. Your prescriber should contact CVS Caremark for review.
- You may be responsible for the full cost of medications and products that are removed from coverage.
- For specific information regarding your prescription benefit coverage and cost sharing, or if you have additional questions, please sign in or register on [Caremark.com](https://www.caremark.com) or contact a CVS Caremark Customer Care representative at 1-877-522-TNRX (8679).
- When you fill a 90-day supply of certain medications (anti-hypertensives, depression, asthma/COPD, coronary artery disease, congestive heart failure, osteoporosis, diabetes, statins to treat high cholesterol) through Mail Order or at a participating Retail-90 pharmacy, you will pay less.

HEALTH CARE PROVIDER

Your patient is covered under a prescription benefit plan administered by CVS Caremark. As a way to help manage health care costs, authorize generic substitution whenever possible. If you believe a brand-name product is medically necessary, consider prescribing a brand name on this list.

- The member's prescription benefit plan design may alter coverage of certain products or vary cost sharing amounts based on the condition being treated.
- This drug list represents a summary of prescription coverage. The member's specific prescription benefit plan design may not cover certain products or categories, regardless of their appearance in this document. Products recently approved by the FDA may not be covered immediately upon release to the market.
- The member's prescription benefit plan may have different cost sharing for specific products on the list.
- Unless specifically indicated, drug list products will include all dosage forms.
- Log in to Caremark.com to check coverage and cost sharing information for a specific medicine.

LEGEND

PA = Prior Authorization required.

PA2 = Prior Authorization required for 36 years of age and older.

QL = Quantity Limits apply.

ST = Step Therapy required.

ANALGESICS

COX-2 INHIBITORS

celecoxib

GOUT

allopurinol
colchicine tablet
probenecid

MITIGARE

NSAIDS

diclofenac sodium
ibuprofen
meloxicam tablet
naproxen (except naproxen CR or
naproxen suspension)

NSAIDS, COMBINATIONS

diclofenac sodium-misoprostol

OPIOID ANALGESICS

codeine-acetaminophen QL
fentanyl transdermal PA
fentanyl transmucosal lozenge QL
hydrocodone ext-rel QL
hydrocodone-acetaminophen QL
hydromorphone QL
hydromorphone ext-rel QL
methadone QL
morphine QL
morphine ext-rel QL
oxycodone QL
oxycodone ext-rel QL
oxycodone-acetaminophen QL

tramadol (except NDC 52817019610) **QL**
tramadol ext-rel tablet QL

OPIOID PARTIAL AGONISTS

buprenorphine transdermal
ST, QL
BELBUCA **QL**

ANTI-INFECTIVES

ANTHELMINTICS

ivermectin tablet PA
EMVERM **PA**

ANTI-BACTERIALS - MISCELLANEOUS

*sulfamethoxazole-
trimethoprim*

ANTIFUNGALS

fluconazole
itraconazole
terbinafine tablet

ANTIVIRALS

acyclovir capsule, tablet
oseltamivir PA
valacyclovir
valganciclovir
RELENZA **PA**

CEPHALOSPORINS

cefdinir
cefprozil
cefuroxime axetil
cephalexin
SUPRAX

ERYTHROMYCINS/MACROLI DES

azithromycin
clarithromycin
clarithromycin ext-rel
erythromycins
DIFICID

FLUOROQUINOLONES

ciprofloxacin
levofloxacin
moxifloxacin

MISCELLANEOUS

clindamycin
linezolid
metronidazole
nitrofurantoin (except NDC
16571074024)
pyrimethamine
vancomycin capsule
XIFAXAN 550 MG

PENICILLINS

amoxicillin
amoxicillin-clavulanate
dicloxacillin
penicillin vk

TETRACYCLINES

doxycycline hyclate 20 mg
doxycycline hyclate capsule
minocycline
tetracycline

ANTINEOPLASTIC AGENTS

ANTIMETABOLITES

pemetrexed

HORMONAL ANTINEOPLASTIC AGENTS

bicalutamide

CARDIOVASCULAR

ACE INHIBITOR COMBINATIONS

fosinopril-hydrochlorothiazide
lisinopril-hydrochlorothiazide
quinapril-hydrochlorothiazide

ACE INHIBITORS

enalapril
fosinopril
lisinopril
quinapril
ramipril

ANGIOTENSIN II RECEPTOR ANTAGONIST COMBINATIONS

amlodipine-olmesartan
amlodipine-telmisartan
amlodipine-valsartan
*amlodipine-valsartan-
hydrochlorothiazide*
*candesartan-
hydrochlorothiazide*
irbesartan-hydrochlorothiazide

losartan-hydrochlorothiazide
olmesartan-amlodipine-
hydrochlorothiazide
olmesartan-
hydrochlorothiazide
telmisartan-
hydrochlorothiazide
valsartan-hydrochlorothiazide

ANGIOTENSIN II RECEPTOR ANTAGONISTS

candesartan
irbesartan
losartan
olmesartan
telmisartan
valsartan

ANTIARRHYTHMICS

amiodarone
disopyramide
sotalol
MULTAQ

ANTILIPEMICS, ACL INHIBITORS/COMBINATION S

NEXLETOL
NEXLIZET

ANTILIPEMICS, BILE ACID RESINS

cholestyramine
colesevelam

ANTILIPEMICS, CHOLESTEROL ABSORPTION INHIBITOR

ezetimibe

ANTILIPEMICS, FIBRATES

fenofibrate (except fenofibrate capsule
30 mg, 50 mg, 90 mg, 130 mg; fenofibrate
tablet 40 mg, 120 mg)
fenofibric acid delayed-rel

ANTILIPEMICS, HMG-COA REDUCTASE INHIBITORS/COMBINATION S

ezetimibe-simvastatin

ANTILIPEMICS, HMG-COA REDUCTASE INHIBITORS

atorvastatin
fluvastatin
lovastatin
pravastatin
rosuvastatin
simvastatin

ANTILIPEMICS, MISCELLANEOUS

niacin ext-rel

ANTILIPEMICS, OMEGA-3 FATTY ACIDS

omega-3 acid ethyl esters PA
VASCEPA PA

BETA-BLOCKERS

acebutolol
atenolol
carvedilol
carvedilol phosphate ext-rel
metoprolol succinate ext-rel
metoprolol tartrate
nadolol
nebivolol
pindolol
propranolol
propranolol ext-rel

CALCIUM CHANNEL BLOCKER/ANTILIPEMIC COMBINATIONS

amlodipine-atorvastatin

CALCIUM CHANNEL BLOCKERS

amlodipine
diltiazem ext-rel (except generics for
CARDIZEM LA)
nifedipine ext-rel
verapamil ext-rel

DIGITALIS GLYCOSIDES

digoxin

DIRECT RENIN INHIBITORS/COMBINATION S

aliskiren
TEKTURNA HCT ST

DIURETICS

amiloride
chlorthalidone
ethacrynic acid
furosemide
hydrochlorothiazide
metolazone
spironolactone
spironolactone-
hydrochlorothiazide
torsemide
triamterene
triamterene-
hydrochlorothiazide

HEART FAILURE

isosorbide dinitrate-
hydralazine
CORLANOR
ENTRESTO PA
VERQUVO

MISCELLANEOUS

midodrine
ranolazine ext-rel

NITRATES

isosorbide dinitrate (except
isosorbide dinitrate 40 mg)
isosorbide mononitrate
nitroglycerin lingual spray
nitroglycerin sublingual

CENTRAL NERVOUS SYSTEM

ANTIANSIETY

alprazolam
lorazepam
oxazepam

ANTIDEMENTIA

donepezil
galantamine
galantamine ext-rel
memantine
rivastigmine
rivastigmine transdermal
NAMZARIC

ANTIDEPRESSANTS

bupropion
bupropion ext-rel (except bupropion
ext-rel tablet 450 mg)
citalopram
desvenlafaxine ext-rel
duloxetine
escitalopram
fluoxetine (except fluoxetine tablet 60
mg, fluoxetine tablet [generics for
SARAFEM])
mirtazapine
paroxetine hcl
paroxetine hcl ext-rel (except NDC
60505367503)
sertraline
trazodone
venlafaxine
venlafaxine ext-rel capsule
TRINTELLIX ST

ANTIPARKINSONIAN AGENTS

amantadine

carbidopa-levodopa
carbidopa-levodopa ext-rel
carbidopa-levodopa-
entacapone
entacapone
pramipexole
pramipexole ext-rel
rasagiline
ropinirole
ropinirole ext-rel
selegiline
NEUPRO
RYTARY

ANTIPSYCHOTICS

aripiprazole
clozapine
lurasidone
olanzapine
quetiapine
quetiapine ext-rel
risperidone
ziprasidone
ABILIFY MAINTENA
PERSERIS
VRAYLAR

ANTISEIZURE AGENTS

carbamazepine
carbamazepine ext-rel
clobazam
clonazepam
diazepam
diazepam rectal gel
divalproex sodium
divalproex sodium ext-rel
ethosuximide
gabapentin
lacosamide
lamotrigine
lamotrigine ext-rel
levetiracetam
levetiracetam ext-rel
oxcarbazepine
phenobarbital
phenytoin
phenytoin sodium extended
pregabalin
primidone
rufinamide
tiagabine
topiramate
valproic acid
zonisamide
APTIOM
FYCOMPA
NAYZILAM
OXTELLAR XR
TROKENDI XR

VALTOCO
XCOPRI

ATTENTION DEFICIT HYPERACTIVITY DISORDER

amphetamine-
dextroamphetamine mixed
salts
amphetamine-
dextroamphetamine mixed
salts ext-rel
atomoxetine
dexmethylphenidate ext-rel
guanfacine ext-rel
lisdexamfetamine
methylphenidate
methylphenidate ext-rel
AZSTARYS
QELBREE

HYPNOTICS

doxepin
eszopiclone QL
ramelteon QL
zolpidem QL
zolpidem ext-rel QL
BELSOMRA **ST**
DAYVIGO **ST**
QUVIVIQ **ST**

MIGRAINE

eletriptan QL
naratriptan QL
rizatriptan QL
sumatriptan QL
zolmitriptan QL
AJOVY
EMGALITY
NURTEC ODT **ST**
ONZETRA XSAIL **QL**
QULIPTA **ST**
UBRELVY **ST**
ZEMBRACE SYMTOUCH **QL**

MUSCULOSKELETAL THERAPY AGENTS

cyclobenzaprine (except
cyclobenzaprine tablet 7.5 mg)
LYVISPAH

NARCOLEPSY/CATAPLEXY

armodafinil PA
modafinil PA
SUNOSI **PA**

OPIOID AGONIST/ANTAGONIST

buprenorphine-naloxone
sublingual QL
ZUBSOLV **QL**

OPIOID ANTAGONIST

naloxone

POSTHERPETIC NEURALGIA (PHN)

pregabalin ext-rel
GRALISE

ENDOCRINE AND METABOLIC

ANDROGENS

testosterone gel (except authorized
generics for TESTIM and VOGELXO) **PA**
testosterone solution PA
NATESTO **PA**

ANTIDIABETICS, AMYLIN ANALOGS

SYMLINPEN

ANTIDIABETICS, BIGUANIDE

metformin
metformin ext-rel (except generics
for FORTAMET and GLUMETZA)

ANTIDIABETICS, BIGUANIDE/ SULFONYLUREA COMBINATIONS

glipizide-metformin

ANTIDIABETICS, DIPEPTIDYL PEPTIDASE-4 INHIBITORS

saxagliptin
JANUVIA

ANTIDIABETICS, DPP-4 INHIBITOR COMBINATIONS

saxagliptin-metformin ext-rel
JANUMET
JANUMET XR
TRIJARDY XR

ANTIDIABETICS, INCRETIN MIMETIC AGENTS

MOUNJARO **PA**
OZEMPIC **PA**
RYBELSUS **PA**
TRULICITY **PA**
VICTOZA **PA**

ANTIDIABETICS, INCRETIN MIMETIC COMBINATION AGENTS

SOLIQUA
XULTOPHY

ANTIDIABETICS, INSULIN

FIASP
HUMULIN R U-500
LANTUS
NOVOLIN 70/30
NOVOLIN N
NOVOLIN R
NOVOLOG
NOVOLOG MIX 70/30
TOUJEO
TRESIBA

ANTIDIABETICS, INSULIN SENSITIZER

pioglitazone

ANTIDIABETICS, INSULIN SENSITIZER/BIGUANIDE COMBINATION

pioglitazone-metformin

ANTIDIABETICS, INSULIN SENSITIZER/SULFONYLUREA COMBINATION

pioglitazone-glimepiride

ANTIDIABETICS, MEGLITINIDE

nateglinide
repaglinide

ANTIDIABETICS, SODIUM- GLUCOSE COTRANSPORTER-2 (SGLT2) INHIBITOR COMBINATIONS

SYNJARDY
SYNJARDY XR
XIGDUO XR

ANTIDIABETICS, SODIUM- GLUCOSE COTRANSPORTER-2 (SGLT2) INHIBITOR/DPP-4 INHIBITOR COMBINATIONS

GLYXAMBI

ANTIDIABETICS, SODIUM- GLUCOSE COTRANSPORTER-2 (SGLT2) INHIBITORS

FARXIGA
JARDIANCE

ANTIDIABETICS, SULFONYLUREA

glimepiride
glipizide
glipizide ext-rel

ANTIOBESITY

orlistat PA
QSYMIA **PA**
SAXENDA **PA**
WEGOVY **PA**

BISPHOSPHONATES

alendronate
ibandronate
risedronate

CARNITINE DEFICIENCY AGENTS

levocarnitine

CHELATING AGENTS

VELTASSA

CONTRACEPTIVES

ethinyl estradiol-drospirenone
ethinyl estradiol-drospirenone-
levomefolate
ethinyl estradiol-levonorgestrel
ethinyl estradiol-
levonorgestrel-iron
ethinyl estradiol-
norelgestromin
ethinyl estradiol-norethindrone
acetate
ethinyl estradiol-norethindrone
acetate-iron
ethinyl estradiol-norgestimate
ANNOVERA
LO LOESTRIN FE
NATAZIA
NUVARING

DIABETIC SUPPLIES

ACCU-CHEK AVIVA PLUS
STRIPS AND KITS
ACCU-CHEK GUIDE STRIPS
AND KITS
ACCU-CHEK SMARTVIEW
STRIPS AND KITS
BD ULTRAFINE INSULIN
SYRINGES AND NEEDLES
DEXCOM CONTINUOUS
GLUCOSE MONITORING
SYSTEM
OMNIPOD 5 INSULIN
INFUSION PUMP
OMNIPOD DASH INSULIN
INFUSION PUMP
OMNIPOD INSULIN INFUSION
PUMP
ONETOUCH LANCETS /
LANCING DEVICE
ONETOUCH ULTRA STRIPS
AND KITS

ONETOUCH VERIO STRIPS
AND KITS
V-GO INSULIN INFUSION
PUMP

ENDOMETRIOSIS

ORLISSA

ESTROGENS

estradiol **PA**
estradiol vaginal cream
estradiol-norethindrone **PA**
CLIMARA PRO **PA**
COMBIPATCH **PA**
DIVIGEL **PA**
DUAVEE **PA**
IMVEXXY
MYFEMBREE **PA**
ORIAHNN **PA**
PREMPHASE **PA**
PREMPRO **PA**
VAGIFEM

GLUCOCORTICOIDS

dexamethasone
fludrocortisone
hydrocortisone
methylprednisolone
prednisolone solution (except
prednisolone solution 10 mg/5 mL, 20
mg/5 mL)
prednisone

GLUCOSE ELEVATING AGENTS

glucagon, human recombinant
BAQSIMI
GVOKE
ZEGALOGUE

MINERALOCORTICOID RECEPTOR ANTAGONISTS

KERENDIA

MISCELLANEOUS

calcitonin-salmon
raloxifene

PHOSPHATE BINDER AGENTS

calcium acetate
sevelamer carbonate
AURYXIA

PROGESTINS

medroxyprogesterone **PA**
megestrol acetate
progesterone, micronized **PA**
CRINONE

THYROID AGENTS

levothyroxine
liothyronine
SYNTHROID

GASTROINTESTINAL

ANTICHOLINERGICS

dicyclomine

ANTI-DIARRHEALS

diphenoxylate-atropine
loperamide

ANTIEMETICS

aprepitant
doxylamine-pyridoxine
delayed-rel
dronabinol **QL**
granisetron **QL**
meclizine
metoclopramide
ondansetron
prochlorperazine
promethazine
scopolamine transdermal
trimethobenzamide
SANCUSO **QL**

H2-RECEPTOR ANTAGONISTS

famotidine

INFLAMMATORY BOWEL DISEASE

balsalazide
budesonide delayed-rel
capsule
hydrocortisone enema
mesalamine delayed-rel
mesalamine ext-rel
mesalamine suppository
mesalamine suspension
sulfasalazine
sulfasalazine delayed-rel
CORTIFOAM

IRRITABLE BOWEL SYNDROME WITH CONSTIPATION

lubiprostone **PA**
LINZESS **PA**

IRRITABLE BOWEL SYNDROME WITH DIARRHEA

alosetron **PA**
VIBERZI **PA**

LAXATIVES

lactulose solution

peg 3350-electrolytes (except
generics for MOVIPREP)
sodium sulfate-potassium
sulfate-magnesium sulfate
CLENPIQ

MISCELLANEOUS

sucralfate tablet
SYMPROIC

PANCREATIC ENZYMES

CREON
VIOKACE
ZENPEP

PROTON PUMP INHIBITORS

esomeprazole delayed-rel
lansoprazole delayed-rel
capsule
omeprazole delayed-rel
pantoprazole delayed-rel
tablet

RECTAL, CORTICOSTEROIDS

hydrocortisone
PROCTOFOAM-HC

ULCER THERAPY COMBINATIONS

bismuth-metronidazole-
tetracycline
TALICIA

GENITOURINARY

BENIGN PROSTATIC HYPERPLASIA

alfuzosin ext-rel
doxazosin
dutasteride
dutasteride-tamsulosin
finasteride
silodosin
tadalafil 2.5 mg, 5 mg **PA**
tamsulosin
terazosin

PROGESTINS

ENDOMETRIN

URINARY ANTISPASMODICS

darifenacin ext-rel
fesoterodine ext-rel
oxybutynin
oxybutynin ext-rel
solifenacin
tolterodine
tolterodine ext-rel
trospium
trospium ext-rel

GEMTESA

HEMATOLOGIC

ANTICOAGULANTS

enoxaparin
fondaparinux
warfarin
ELIQUIS
XARELTO

PLATELET AGGREGATION INHIBITORS

clopidogrel
dipyridamole ext-rel-aspirin
prasugrel
BRILINTA

SICKLE CELL DISEASE

SIKLOS

IMMUNOLOGIC AGENTS

ALLERGENIC EXTRACTS

GRASTEK **PA**
RAGWITEK **PA**

NUTRITIONAL/SUPPLEM ENTS

ELECTROLYTES

potassium chloride liquid

PRENATAL VITAMINS

prenatal vitamins

VITAMINS

folic acid
multivitamins

OPHTHALMIC

ANTI-INFECTIVE/ANTI- INFLAMMATORY

neomycin-polymyxin b-
bacitracin-hydrocortisone
neomycin-polymyxin b-
dexamethasone
tobramycin-dexamethasone
TOBRADEX OINTMENT

ANTI-INFECTIVES

ciprofloxacin
erythromycin
gentamicin
levofloxacin
moxifloxacin
ofloxacin

sulfacetamide
tobramycin
trifluridine
BESIVANCE

ANTI-INFLAMMATORIES

bromfenac
dexamethasone
diclofenac
difluprednate
ketorolac
loteprednol
prednisolone acetate 1%
ILEVRO
PROLENSA

ANTIALLERGENICS

azelastine
bepotastine
cromolyn sodium
olopatadine

ANTIGLAUCOMA

bimatoprost
brimonidine solution
brimonidine-timolol
brinzolamide
dorzolamide
dorzolamide-timolol
latanoprost
timolol maleate solution
travoprost
ALPHAGAN P
BETOPTIC S
SIMBRINZA

DRY EYE DISEASE

RESTASIS
XIIDRA

RESPIRATORY

ANAPHYLAXIS TREATMENT AGENTS

epinephrine (except NDCs 00093-
XXXX-XX, 49502-XXXX-XX)
AUVI-Q

ANTICHOLINERGIC/BETA AGONIST COMBINATIONS

ipratropium-albuterol
inhalation solution
ANORO ELLIPTA
STIOLTO RESPIMAT

ANTICHOLINERGIC/BETA AGONIST/STEROID COMBINATIONS

BREZTRI AEROSPHERE

TRELEGY ELLIPTA

ANTICHOLINERGICS

ipratropium inhalation solution
SPIRIVA
YUPELRI

ANTIHISTAMINE COMBINATIONS

azelastine-fluticasone

ANTIHISTAMINES

azelastine
levocetirizine
olopatadine

BETA AGONISTS

albuterol inhalation solution
albuterol sulfate cfc-free
aerosol (except NDCs 00093317431,
66993001968)
formoterol inhalation solution
levalbuterol tartrate cfc-free
aerosol
SEREVENT
STRIVERDI RESPIMAT

COLD/COUGH

benzonatate (except NDCs
69336012615, 69499032915)

LEUKOTRIENE RECEPTOR ANTAGONISTS

montelukast
zafirlukast

MISCELLANEOUS

roflumilast

NASAL STEROIDS

flunisolide
fluticasone
mometasone

STEROID INHALANTS

budesonide inhalation
suspension
PULMICORT FLEXHALER

STEROID/BETA-AGONIST COMBINATIONS

fluticasone-salmeterol (except
certain NDCs)
Wixela Inhub
AIRSUPRA
BREO ELLIPTA (except certain NDCs)

TOPICAL

DERMATOLOGY, ACNE

adapalene (except adapalene pad)
PA2
benzoyl peroxide
clindamycin gel (except NDC
68682046275)
clindamycin solution
clindamycin-benzoyl peroxide
dapson
erythromycin solution
erythromycin-benzoyl
peroxide
isotretinoin capsule 20 mg, 30
mg, 40 mg
tretinoin **PA2**
AKLIEF
EPIDUO
ONEXTON
TWYNEO
WINLEVI

DERMATOLOGY, ACTINIC KERATOSIS

fluorouracil cream 5%
fluorouracil solution
imiquimod

DERMATOLOGY, ANTIBIOTICS

gentamicin
mupirocin ointment

DERMATOLOGY, ANTIFUNGALS

ciclopirox
clotrimazole
econazole
ketoconazole cream 2%
nystatin
NAFTIN

DERMATOLOGY, ANTIPSORIATICS

acitretin
calcipotriene ointment,
solution
methoxsalen
VTAMA
ZORYVE

DERMATOLOGY, ANTISEBORRHEICS

ketoconazole shampoo 2%
selenium sulfide lotion 2.5%

DERMATOLOGY, ATOPIC DERMATITIS

pimecrolimus **ST**
tacrolimus **ST**

EUCRISA **ST**
OPZELURA **ST**

DERMATOLOGY, CORTICOSTEROIDS

clobetasol cream, foam, gel,
lotion, ointment, shampoo
(except clobetasol emollient foam) **QL**
desonide (except desonide gel) **QL**
desoximetasone **QL**
flucinonide (except flucinonide cream
0.1%) **QL**
halobetasol cream, ointment
QL
hydrocortisone **QL**
hydrocortisone butyrate
cream, ointment, solution
QL
mometasone **QL**
triamcinolone cream, lotion,
ointment (except triamcinolone
ointment 0.05%) **QL**
BRYHALI **QL**
ENSTILAR **QL**

DERMATOLOGY, LOCAL ANESTHETICS

lidocaine patch
lidocaine-prilocaine **QL**

DERMATOLOGY, MISCELLANEOUS SKIN AND MUCOUS MEMBRANE

diclofenac sodium gel 1% **QL**
diclofenac sodium solution
1.5% **PA**

DERMATOLOGY, ROSACEA

azelaic acid gel
brimonidine gel
metronidazole
FINACEA FOAM
ORACEA
SOOLANTRA

MOUTH/THROAT/DENTAL AGENTS

EPISIL

OTIC

acetic acid
ciprofloxacin-dexamethasone
neomycin-polymyxin b-
hydrocortisone
ofloxacin otic

QUICK REFERENCE DRUG LIST

A

ABILIFY MAINTENA
 ACCU-CHEK AVIVA PLUS STRIPS AND KITS
 ACCU-CHEK GUIDE STRIPS AND KITS
 ACCU-CHEK SMARTVIEW STRIPS AND KITS
 acebutolol
 acetic acid
 acitretin
 acyclovir capsule, tablet
 adapalene (except adapalene pad)
PA2
 AIRSUPRA
 AJOVY
 AKLIEF
 albuterol inhalation solution
 albuterol sulfate cfc-free aerosol (except NDCs 00093317431, 66993001968)
 alendronate
 alfuzosin ext-rel
 aliskiren
 allopurinol
 alosetron **PA**
 ALPHAGAN P
 alprazolam
 amantadine
 amiloride
 amiodarone
 amlodipine
 amlodipine-atorvastatin
 amlodipine-olmesartan
 amlodipine-telmisartan
 amlodipine-valsartan
 amlodipine-valsartan-hydrochlorothiazide
 amoxicillin
 amoxicillin-clavulanate
 amphetamine-dextroamphetamine mixed salts
 amphetamine-dextroamphetamine mixed salts ext-rel
 ANNOVERA
 ANORO ELLIPTA
 aprepitant
 APTIOM
 aripiprazole
 armodafinil **PA**
 atenolol
 atomoxetine

atorvastatin
 AURYXIA
 AUVI-Q
 azelaic acid gel
 azelastine
 azelastine
 azelastine-fluticasone
 azithromycin
 AZSTARYS

B

balsalazide
 BAQSIMI
 BD ULTRAFINE INSULIN SYRINGES AND NEEDLES
 BELBUCA **QL**
 BELSOMRA **ST**
 benzonatate (except NDCs 69336012615, 69499032915)
 benzoyl peroxide
 bepotastine
 BESIVANCE
 BETOPTIC S
 bicalutamide
 bimatoprost
 bismuth-metronidazole-tetracycline
 BREO ELLIPTA (except certain NDCs)
 BREZTRI AEROSPHERE
 BRILINTA
 brimonidine gel
 brimonidine solution
 brimonidine-timolol
 brinzolamide
 bromfenac
 BRYHALI **QL**
 budesonide delayed-rel capsule
 budesonide inhalation suspension
 buprenorphine transdermal **ST, QL**
 buprenorphine-naloxone sublingual **QL**
 bupropion
 bupropion ext-rel (except bupropion ext-rel tablet 450 mg)

C

calcipotriene ointment, solution
 calcitonin-salmon
 calcium acetate
 candesartan

candesartan-hydrochlorothiazide
 carbamazepine
 carbamazepine ext-rel
 carbidopa-levodopa
 carbidopa-levodopa ext-rel
 carbidopa-levodopa-entacapone
 carvedilol
 carvedilol phosphate ext-rel
 cefdinir
 cefprozil
 cefuroxime axetil
 celecoxib
 cephalexin
 chlorthalidone
 cholestyramine
 ciclopirox
 ciprofloxacin
 ciprofloxacin
 ciprofloxacin-dexamethasone
 citalopram
 clarithromycin
 clarithromycin ext-rel
 CLENPIQ
 CLIMARA PRO **PA**
 clindamycin
 clindamycin gel (except NDC 68682046275)
 clindamycin solution
 clindamycin-benzoyl peroxide
 clobazam
 clobetasol cream, foam, gel, lotion, ointment, shampoo (except clobetasol emollient foam) **QL**
 clonazepam
 clopidogrel
 clotrimazole
 clozapine
 codeine-acetaminophen **QL**
 colchicine tablet
 colesevelam
 COMBIPATCH **PA**
 CORLANOR
 CORTIFOAM
 CREON
 CRINONE
 cromolyn sodium
 cyclobenzaprine (except cyclobenzaprine tablet 7.5 mg)
D
 dapsone
 darifenacin ext-rel

DAYVIGO **ST**
 desonide (except desonide gel) **QL**
 desoximetasone **QL**
 desvenlafaxine ext-rel
 dexamethasone
 dexamethasone
 DEXCOM CONTINUOUS GLUCOSE MONITORING SYSTEM
 dexmethylphenidate ext-rel
 diazepam
 diazepam rectal gel
 diclofenac
 diclofenac sodium
 diclofenac sodium gel 1% **QL**
 diclofenac sodium solution 1.5% **PA**
 diclofenac sodium-misoprostol
 dicloxacillin
 dicyclomine
 DIFICID
 difluprednate
 digoxin
 diltiazem ext-rel (except generics for CARDIZEM LA)
 diphenoxylate-atropine
 dipyridamole ext-rel-aspirin
 disopyramide
 divalproex sodium
 divalproex sodium ext-rel
 DIVIGEL **PA**
 donepezil
 dorzolamide
 dorzolamide-timolol
 doxazosin
 doxepin
 doxycycline hyclate 20 mg
 doxycycline hyclate capsule
 doxylamine-pyridoxine delayed-rel
 dronabinol **QL**
 DUAVEE **PA**
 duloxetine
 dutasteride
 dutasteride-tamsulosin
E
 econazole
 eletriptan **QL**
 ELIQUIS
 EMGALITY
 EMVERM **PA**
 enalapril
 ENDOMETRIN

enoxaparin
ENSTILAR **QL**
entacapone
ENTRESTO **PA**
EPIDUO
epinephrine (except NDCs 00093-
XXXX-XX, 49502-XXXX-XX)
EPISIL
erythromycin
erythromycin solution
erythromycin-benzoyl
peroxide
erythromycins
escitalopram
esomeprazole delayed-rel
estradiol **PA**
estradiol vaginal cream
estradiol-norethindrone **PA**
eszopiclone **QL**
ethacrynic acid
ethinyl estradiol-
drospirenone
ethinyl estradiol-
drospirenone-levomefolate
ethinyl estradiol-
levonorgestrel
ethinyl estradiol-
levonorgestrel-iron
ethinyl estradiol-
norelgestromin
ethinyl estradiol-
norethindrone acetate
ethinyl estradiol-
norethindrone acetate-iron
ethinyl estradiol-
norgestimate
ethosuximide
EUCRISA **ST**
ezetimibe
ezetimibe-simvastatin

F
famotidine
FARXIGA
fenofibrate (except fenofibrate capsule
30 mg, 50 mg, 90 mg, 130 mg;
fenofibrate tablet 40 mg, 120 mg)
fenofibric acid delayed-rel
fentanyl transdermal **PA**
fentanyl transmucosal
lozenge **QL**
fesoterodine ext-rel
FIASP
FINACEA FOAM
finasteride
fluconazole
fludrocortisone
flunisolide

fluocinonide (except fluocinonide
cream 0.1%) **QL**
fluorouracil cream 5%
fluorouracil solution
fluoxetine (except fluoxetine tablet 60
mg, fluoxetine tablet [generics for
SARAFEM])
fluticasone
fluticasone-salmeterol (except
certain NDCs)
fluvastatin
folic acid
fondaparinux
formoterol inhalation solution
fosinopril
fosinopril-
hydrochlorothiazide
furosemide
FYCOMPA

G
gabapentin
galantamine
galantamine ext-rel
GEMTESA
gentamicin
gentamicin
glimepiride
glipizide
glipizide ext-rel
glipizide-metformin
glucagon, human
recombinant
GLYXAMBI
GRALISE
granisetron **QL**
GRASTEK **PA**
guanfacine ext-rel
GVOKE

H
halobetasol cream, ointment
QL
HUMULIN R U-500
hydrochlorothiazide
hydrocodone ext-rel **QL**
hydrocodone-acetaminophen
QL
hydrocortisone
hydrocortisone
hydrocortisone **QL**
hydrocortisone butyrate
cream, ointment, solution
QL
hydrocortisone enema
hydromorphone **QL**
hydromorphone ext-rel **QL**

I
ibandronate
ibuprofen
ILEVRO
imiquimod
IMVEXXY
ipratropium inhalation
solution
ipratropium-albuterol
inhalation solution
irbesartan
irbesartan-
hydrochlorothiazide
isosorbide dinitrate (except
isosorbide dinitrate 40 mg)
isosorbide dinitrate-
hydalazine
isosorbide mononitrate
isotretinoin capsule 20 mg,
30 mg, 40 mg
itraconazole
ivermectin tablet **PA**

J
JANUMET
JANUMET XR
JANUVIA
JARDIANCE

K
KERENDIA
ketoconazole cream 2%
ketoconazole shampoo 2%
ketorolac

L
lacosamide
lactulose solution
lamotrigine
lamotrigine ext-rel
lansoprazole delayed-rel
capsule
LANTUS
latanoprost
levabuterol tartrate cfc-free
aerosol
levetiracetam
levetiracetam ext-rel
levocarnitine
levocetirizine
levofloxacin
levofloxacin
levofloxacin
levothyroxine
lidocaine patch
lidocaine-prilocaine **QL**
linezolid
LINZESS **PA**
liothyronine
lisdexamfetamine

lisinopril
lisinopril-hydrochlorothiazide
LO LOESTRIN FE
loperamide
lorazepam
losartan
losartan-hydrochlorothiazide
loteprednol
lovastatin
lubiprostone **PA**
lurasidone
LYVISPAH

M
meclizine
medroxyprogesterone **PA**
megestrol acetate
meloxicam tablet
memantine
mesalamine delayed-rel
mesalamine ext-rel
mesalamine suppository
mesalamine suspension
metformin
metformin ext-rel (except generics
for FORTAMET and GLUMETZA)
methadone **QL**
methoxsalen
methylphenidate
methylphenidate ext-rel
methylprednisolone
metoclopramide
metolazone
metoprolol succinate ext-rel
metoprolol tartrate
metronidazole
metronidazole
midodrine
minocycline
mirtazapine
MITIGARE
modafinil **PA**
mometasone
mometasone **QL**
montelukast
morphine **QL**
morphine ext-rel **QL**
MOUNJARO **PA**
moxifloxacin
moxifloxacin
MULTAQ
multivitamins
mupirocin ointment
MYFEMBREE **PA**

N
nadolol
NAFTIN
naloxone

NAMZARIC*naproxen* (except naproxen CR or

naproxen suspension)

naratriptan **QL**

NATAZIA

*nateglinide*NATESTO **PA**

NAYZILAM

*nebivolol**neomycin-polymyxin b-**bacitracin-hydrocortisone**neomycin-polymyxin b-**dexamethasone**neomycin-polymyxin b-**hydrocortisone*

NEUPRO

NEXLETOL

NEXLIZET

*niacin ext-rel**nifedipine ext-rel**nitrofurantoin* (except NDC

16571074024)

*nitroglycerin lingual spray**nitroglycerin sublingual*

NOVOLIN 70/30

NOVOLIN N

NOVOLIN R

NOVOLOG

NOVOLOG MIX 70/30

NURTEC ODT **ST**

NUVARING

*nystatin***O***ofloxacin**ofloxacin otic**olanzapine**olmesartan**olmesartan-amlodipine-**hydrochlorothiazide**olmesartan-**hydrochlorothiazide**olopatadine**olopatadine**omega-3 acid ethyl esters* **PA***omeprazole delayed-rel*

OMNIPOD 5 INSULIN

INFUSION PUMP

OMNIPOD DASH INSULIN

INFUSION PUMP

OMNIPOD INSULIN

INFUSION PUMP

ondansetron

ONETOUCH LANCETS /

LANCING DEVICE

ONETOUCH ULTRA STRIPS

AND KITS

ONETOUCH VERIO STRIPS

AND KITS

ONEXTONONZETRA XSAIL **QL**OPZELURA **ST**

ORACEA

ORIAHNN **PA**

ORLISSA

orlistat **PA***oseltamivir* **PA***oxazepam**oxcarbazepine*

OXTELLAR XR

*oxybutynin**oxybutynin ext-rel**oxycodone* **QL***oxycodone ext-rel* **QL***oxycodone-acetaminophen***QL**OZEMPIC **PA****P***pantoprazole delayed-rel*
*tablet**paroxetine hcl**paroxetine hcl ext-rel* (except

NDC 60505367503)

peg 3350-electrolytes (except

generics for MOVIPREP)

*pemetrexed**penicillin vk*

PERSERIS

*phenobarbital**phenytoin**phenytoin sodium extended**pimecrolimus* **ST***pindolol**pioglitazone**pioglitazone-glimepiride**pioglitazone-metformin**potassium chloride liquid**pramipexole**pramipexole ext-rel**prasugrel**pravastatin**prednisolone acetate 1%**prednisolone solution* (except

prednisolone solution 10 mg/5 mL, 20

mg/5 mL)

*prednisone**pregabalin**pregabalin ext-rel*PREMPHASE **PA**PREMPRO **PA***prenatal vitamins**primidone**probenecid**prochlorperazine*

PROCTOFOAM-HC

progesterone, micronized **PA**

PROLENSA

*promethazine**propranolol**propranolol ext-rel*

PULMICORT FLEXHALER

*pyrimethamine***Q**

QELBREE

QSYMIA **PA***quetiapine**quetiapine ext-rel**quinapril**quinapril-hydrochlorothiazide*QULIPTA **ST**QUVIVIQ **ST****R**RAGWITEK **PA***raloxifene**ramelteon* **QL***ramipril**ranolazine ext-rel**rasagiline*RELENZA **PA***repaglinide*

RESTASIS

*risedronate**risperidone**rivastigmine**rivastigmine transdermal**rizatriptan* **QL***roflumilast**ropinirole**ropinirole ext-rel**rosuvastatin**rufinamide*RYBELSUS **PA**

RYTARY

SSANCUSO **QL***saxagliptin**saxagliptin-metformin ext-rel*SAXENDA **PA***scopolamine transdermal**selegiline**selenium sulfide lotion 2.5%*

SEREVENT

*sertraline**sevelamer carbonate*

SIKLOS

silodosin

SIMBRINZA

*simvastatin**sodium sulfate-potassium**sulfate-magnesium sulfate**solifenacin*

SOLIQUA

SOOLANTRA

sotalol

SPIRIVA

*spironolactone**spironolactone-**hydrochlorothiazide*

STIOLTO RESPIMAT

STRIVERDI RESPIMAT

*sucralfate tablet**sulfacetamide**sulfamethoxazole-**trimethoprim**sulfasalazine**sulfasalazine delayed-rel**sumatriptan* **QL**SUNOSI **PA**

SUPRAX

SYMLINPEN

SYMPROIC

SYNJARDY

SYNJARDY XR

SYNTHROID

T*tacrolimus* **ST***tadalafil 2.5 mg, 5 mg* **PA**

TALICIA

*tamsulosin*TEKURNA HCT **ST***telmisartan**telmisartan-**hydrochlorothiazide**terazosin**terbinafine tablet**testosterone gel* (except authorized

generics for TESTIM and VOGELXO)

PA*testosterone solution* **PA***tetracycline**tiagabine**timolol maleate solution*

TOBRADEX OINTMENT

*tobramycin**tobramycin-dexamethasone**tolterodine**tolterodine ext-rel**topiramate**torseamide*

TOUJEO

tramadol (except NDC 52817019610)**QL***tramadol ext-rel tablet* **QL***travoprost**trazodone*

TRELEGY ELLIPTA

TRESIBA

tretinoin **PA2***triamcinolone cream, lotion,**ointment* (except triamcinoloneointment 0.05%) **QL**

triamterene
triamterene-
 hydrochlorothiazide
trifluridine
TRIJARDY XR
trimethobenzamide
TRINTELLIX **ST**
TROKENDI XR
trospium
trospium ext-rel
TRULICITY **PA**
TWYNEO

U
UBRELVY **ST**

V
V-GO INSULIN INFUSION
 PUMP
VAGIFEM
valacyclovir
valganciclovir
valproic acid
valsartan
valsartan-hydrochlorothiazide
VALTOCO
vancomycin capsule
VASCEPA **PA**
VELTASSA
venlafaxine
venlafaxine ext-rel capsule
verapamil ext-rel
VERQUVO

VIBERZI **PA**
VICTOZA **PA**
VIOKACE
VRAYLAR
VTAMA

W
warfarin
WEGOVY **PA**
WINLEVI
Wixela Inhub

X
XARELTO
XCOPRI
XIFAXAN 550 MG
XIGDUO XR
XIIDRA

XULTOPHY

Y
YUPELRI

Z
zafirlukast
ZEGALOGUE
ZEMBRACE SYMTOUCH **QL**
ZENPEP
ziprasidone
zolmitriptan **QL**
zolpidem **QL**
zolpidem ext-rel **QL**
zonisamide
ZORYVE
ZUBSOLV **QL**

PREFERRED OPTIONS LIST FOR FORMULARY DRUG REMOVALS AND DRUGS COVERED ONLY WHEN PREFERRED OPTIONS ARE NOT CLINICALLY APPROPRIATE

The preferred options listed below are a broad representation of available treatment options and do not necessarily represent clinical equivalency.

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|---------------------------|--|--|--|
| ABILIFY | <i>aripiprazole, clozapine, lurasidone, olanzapine, quetiapine, quetiapine ext-rel, risperidone, ziprasidone, VRAYLAR</i> | | <i>clindamycin-benzoyl peroxide, dapson, erythromycin solution, erythromycin-benzoyl peroxide, tretinoin PA2, AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI</i> |
| ACANYA | <i>adapalene (except adapalene pad) PA2, benzoyl peroxide, clindamycin gel (except NDC 68682046275), clindamycin solution, clindamycin-benzoyl peroxide, dapson, erythromycin solution, erythromycin-benzoyl peroxide, tretinoin PA2, AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI</i> | ADDERALL ADDERALL XR | <i>amphetamine-dextroamphetamine mixed salts, methylphenidate amphetamine-dextroamphetamine mixed salts ext-rel, dexmethylphenidate ext-rel, lisdexamfetamine, methylphenidate ext-rel, AZSTARYS</i> |
| ACIPHEX, ACIPHEX SPRINKLE | <i>esomeprazole delayed-rel, lansoprazole delayed-rel capsule, omeprazole delayed-rel, pantoprazole delayed-rel tablet</i> | ADRENALIN ADVAIR DISKUS, ADVAIR HFA | <i>epinephrine (except NDCs 00093-XXXX-XX, 49502-XXXX-XX), AUVI-Q fluticasone-salmeterol (except certain NDCs), Wixela Inhub, BREO ELLIPTA (except certain NDCs)</i> |
| Activite | <i>generic multivitamins</i> | | |
| ACTOS | <i>pioglitazone</i> | | |
| ACUVAIL | <i>bromfenac, diclofenac, ketorolac, ILEVRO, PROLENSA</i> | ADZENYS XR-ODT | <i>amphetamine-dextroamphetamine mixed salts ext-rel, dexmethylphenidate ext-rel, lisdexamfetamine, methylphenidate ext-rel, AZSTARYS</i> |
| acyclovir cream | <i>acyclovir capsule, acyclovir tablet, valacyclovir</i> | | |
| ACZONE | <i>adapalene (except adapalene pad) PA2, benzoyl peroxide, clindamycin gel (except NDC 68682046275), clindamycin solution, clindamycin-benzoyl peroxide, dapson, erythromycin solution, erythromycin-benzoyl peroxide, tretinoin PA2, AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI</i> | AIMOVIG albuterol sulfate CFC-free aerosol (NDCs 00093317431, 66993001968 only) ALEVICYN GEL, ALEVICYN SG, ALEVICYN SOLUTION ALIMTA | <i>AJOVY, EMGALITY, QULIPTA albuterol sulfate CFC-free aerosol (except NDCs 00093317431, 66993001968), levalbuterol tartrate CFC-free aerosol desonide (except desonide gel) QL, hydrocortisone QL pemetrexed</i> |
| adapalene pad | <i>adapalene (except adapalene pad) PA2, benzoyl peroxide, clindamycin gel (except NDC 68682046275), clindamycin solution,</i> | ALLISON MEDICAL INSULIN SYRINGES ALREX | <i>BD ULTRAFINE INSULIN SYRINGES azelastine, bepotastine,</i> |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|-----------------|---|--------------------------|---|
| | <i>cromolyn sodium, olopatadine</i> | | <i>capsule, omeprazole delayed-rel, or pantoprazole delayed-rel tablet</i> |
| ALTOPREV | <i>atorvastatin, ezetimibe-simvastatin, fluvastatin, lovastatin, pravastatin, rosuvastatin, simvastatin</i> | ASCENSIA STRIPS AND KITS | ACCU-CHEK AVIVA PLUS STRIPS AND KITS, ACCU-CHEK GUIDE STRIPS AND KITS, ACCU-CHEK SMARTVIEW STRIPS AND KITS, ONETOUCH ULTRA STRIPS AND KITS, ONETOUCH VERIO STRIPS AND KITS |
| ALVESCO | PULMICORT FLEXHALER | | |
| AMITIZA | <i>lubiprostone PA, LINZESS PA, SYMPROIC</i> | | |
| AMRIX | <i>cyclobenzaprine (except cyclobenzaprine tablet 7.5 mg)</i> | ASMANEX, ASMANEX HFA | PULMICORT FLEXHALER |
| ANDROGEL | <i>testosterone gel (except authorized generics for TESTIM and VOGELXO) PA, testosterone solution PA, NATESTO PA</i> | ATACAND, ATACAND HCT | <i>candesartan, candesartan-hydrochlorothiazide, irbesartan, irbesartan-hydrochlorothiazide, losartan, losartan-hydrochlorothiazide, olmesartan, olmesartan-hydrochlorothiazide, telmisartan, telmisartan-hydrochlorothiazide, valsartan, valsartan-hydrochlorothiazide</i> |
| APEXICON E | <i>desoximetasone (except desoximetasone ointment 0.05%) QL, fluocinonide (except fluocinonide cream 0.1%), QL BRYHALI QL</i> | | |
| APIDRA | FIASP, NOVOLOG | ATIVAN | <i>alprazolam, clonazepam, diazepam, lorazepam, oxazepam</i> |
| APLENZIN | <i>bupropion, bupropion ext-rel (except bupropion ext-rel tablet 450 mg)</i> | AVENOVA | Talk to your doctor |
| APTENSIO XR | <i>amphetamine-dextroamphetamine mixed salts ext-rel, dexmethylphenidate ext-rel, lisdexamfetamine, methylphenidate ext-rel, AZSTARYS</i> | AZASITE | <i>ciprofloxacin, erythromycin, gentamicin, levofloxacin, moxifloxacin, ofloxacin, sulfacetamide, tobramycin, BESIVANCE</i> |
| ARAZLO | <i>adapalene (except adapalene pad) PA2, benzoyl peroxide, clindamycin gel (except NDC 68682046275), clindamycin solution, clindamycin-benzoyl peroxide, dapsons, erythromycin solution, erythromycin-benzoyl peroxide, tretinoin PA2, AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI</i> | AZELEX | <i>adapalene (except adapalene pad) PA2, benzoyl peroxide, clindamycin gel (except NDC 68682046275), clindamycin solution, clindamycin-benzoyl peroxide, dapsons, erythromycin solution, erythromycin-benzoyl peroxide, tretinoin PA2, AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI</i> |
| ARNUITY ELLIPTA | PULMICORT FLEXHALER | AZESCO | <i>generic prenatal vitamins</i> |
| ARTHROTEC | <i>celecoxib; diclofenac sodium, ibuprofen, meloxicam tablet or naproxen (except naproxen CR or naproxen suspension) WITH esomeprazole delayed-rel, lansoprazole delayed-rel</i> | AZOR | <i>amlodipine-olmesartan, amlodipine-telmisartan, amlodipine-valsartan</i> |
| | | BALCOLTRA | <i>ethinyl estradiol-drospirenone, ethinyl estradiol-drospirenone-levomefolate, ethinyl estradiol-levonorgestrel, ethinyl estradiol-</i> |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|---|---|--|--|
| | <i>levonorgestrel-iron, ethinyl estradiol-norethindrone acetate, ethinyl estradiol-norethindrone acetate-iron, ethinyl estradiol-norgestimate, LO LOESTRIN FE, NATAZIA</i> | | <i>levomefolate, ethinyl estradiol-levonorgestrel, ethinyl estradiol-levonorgestrel-iron, ethinyl estradiol-norethindrone acetate, ethinyl estradiol-norethindrone acetate-iron, ethinyl estradiol-norgestimate, LO LOESTRIN FE, NATAZIA</i> |
| BANZEL | <i>clobazam, clonazepam, lamotrigine, rufinamide, topiramate, TROKENDI XR</i> | | |
| BASAGLAR | LANTUS | BREEZE 2 STRIPS AND KITS | ACCU-CHEK AVIVA PLUS STRIPS AND KITS, ACCU-CHEK GUIDE STRIPS AND KITS, ACCU-CHEK SMARTVIEW STRIPS AND KITS, ONETOUCH ULTRA STRIPS AND KITS, ONETOUCH VERIO STRIPS AND KITS |
| BECONASE AQ | <i>azelastine-fluticasone, flunisolide, fluticasone, mometasone</i> | | |
| BENICAR, BENICAR HCT | <i>candesartan, candesartan-hydrochlorothiazide, irbesartan, irbesartan-hydrochlorothiazide, losartan, losartan-hydrochlorothiazide, olmesartan, olmesartan-hydrochlorothiazide, telmisartan, telmisartan-hydrochlorothiazide, valsartan, valsartan-hydrochlorothiazide</i> | BROMSITE | <i>bromfenac, diclofenac, ketorolac, ILEVRO, PROLENSA</i> |
| | | <i>budesonide ext-rel tablet</i> | <i>balsalazide, mesalamine delayed-rel, mesalamine ext-rel, sulfasalazine, sulfasalazine delayed-rel</i> |
| BENSAL HP | <i>desonide (except desonide gel) QL, hydrocortisone QL</i> | <i>Bupap</i> | <i>diclofenac sodium, ibuprofen, naproxen (except naproxen CR or naproxen suspension)</i> |
| <i>benzonatate (NDCs 69336012615, 69499032915 only)</i> | <i>benzonatate (except NDCs 69336012615, 69499032915)</i> | <i>bupropion ext-rel tablet 450 mg</i> | <i>bupropion, bupropion ext-rel (except bupropion ext-rel tablet 450 mg)</i> |
| BEPREVE | <i>azelastine, bepotastine, cromolyn sodium, olopatadine</i> | <i>butalbital-acetaminophen capsule, butalbital-acetaminophen tablet 25-325 mg, butalbital-acetaminophen tablet 50-300 mg, BUTALBITAL-ACETAMINOPHEN (NDC 69499034230 only)</i> | <i>diclofenac sodium, ibuprofen, naproxen (except naproxen CR or naproxen suspension)</i> |
| BETAMETHASONE ACETATE- BETAMETHASONE SODIUM PHOSPHATE | <i>dexamethasone, hydrocortisone, methylprednisolone, prednisolone solution (except prednisolone solution 10 mg/5 mL, 20 mg/5 mL), prednisone</i> | <i>butalbital-acetaminophen-caffeine capsule</i> | <i>diclofenac sodium, ibuprofen, naproxen (except naproxen CR or naproxen suspension)</i> |
| <i>betamethasone dipropionate ointment 0.05%</i> | <i>desoximetasone (except desoximetasone ointment 0.05%) QL, fluocinonide (except fluocinonide cream 0.1%), QL BRYHALI QL</i> | BUTRANS | <i>buprenorphine transdermal ST, QL, BELBUCA ST</i> |
| BETAPACE, BETAPACE AF | <i>sotalol</i> | BYDUREON BCISE | MOUNJARO PA, OZEMPIC PA, RYBELSUS PA, TRULICITY PA, VICTOZA PA |
| BETIMOL | <i>timolol maleate solution, BETOPTIC S</i> | BYETTA | MOUNJARO PA, OZEMPIC PA, RYBELSUS PA, TRULICITY PA, VICTOZA PA |
| BEVESPI AEROSPHERE | ANORO ELLIPTA, STIOLTO RESPIMAT | BYSTOLIC | <i>acebutolol, atenolol, carvedilol, carvedilol phosphate ext-rel, metoprolol succinate ext-rel,</i> |
| BEYAZ | <i>ethinyl estradiol-drospirenone, ethinyl estradiol-drospirenone-</i> | | |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
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| | <i>metoprolol tartrate, nadolol, nebivolol, pindolol, propranolol, propranolol ext-rel</i> | 73007001303 only), <i>chlorzoxazone 750 mg</i> | |
| | | CICATRACE | Talk to your doctor |
| <i>calcipotriene cream, calcipotriene foam, CALCIPOTRIENE FOAM</i> | <i>calcipotriene ointment, calcipotriene solution, VTAMA, ZORYVE</i> | CILOXAN | <i>ciprofloxacin, erythromycin, gentamicin, levofloxacin, moxifloxacin, ofloxacin, sulfacetamide, tobramycin, BESIVANCE</i> |
| <i>calcipotriene-betamethasone</i> | <i>calcipotriene ointment or calcipotriene solution WITH desoximetasone (except desoximetasone ointment 0.05%) QL, fluocinonide (except fluocinonide cream 0.1%) QL or BRYHALI QL; ENSTILAR, VTAMA, ZORYVE</i> | CIPRO HC | <i>ciprofloxacin-dexamethasone, ofloxacin otic</i> |
| | | CIPRODEX | <i>ciprofloxacin-dexamethasone, ofloxacin otic</i> |
| <i>calcitriol ointment</i> | <i>calcipotriene ointment, calcipotriene solution, VTAMA, ZORYVE</i> | <i>ciprofloxacin-fluocinolone</i> | <i>ciprofloxacin-dexamethasone, ofloxacin otic</i> |
| CAMBIA | <i>diclofenac sodium, ibuprofen, naproxen (except naproxen CR or naproxen suspension)</i> | CITRANATAL | <i>generic prenatal vitamins</i> |
| <i>Capsinac</i> | <i>diclofenac sodium, diclofenac sodium gel 1% QL, diclofenac sodium solution 1.5% PA, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension)</i> | CLIMARA (except CLIMARA PRO) | <i>estradiol PA, DIVIGEL PA</i> |
| | | <i>clindamycin gel (NDC 68682046275 only)</i> | <i>adapalene (except adapalene pad) PA2, benzoyl peroxide, clindamycin gel (except NDC 68682046275), clindamycin solution, clindamycin-benzoyl peroxide, dapsone, erythromycin solution, erythromycin-benzoyl peroxide, tretinoin PA2, AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI</i> |
| CARAC | <i>fluorouracil cream 5%, fluorouracil solution, imiquimod</i> | | |
| CARAFATE | <i>sucralfate tablet</i> | <i>clobetasol emollient foam</i> | <i>clobetasol cream QL, clobetasol foam (except clobetasol emollient foam) QL, clobetasol gel QL, clobetasol lotion QL, clobetasol ointment QL, halobetasol cream QL, halobetasol ointment QL</i> |
| CARBINOXAMINE TABLET 6 MG | <i>levocetirizine</i> | | |
| CARDIZEM, CARDIZEM CD, CARDIZEM LA | <i>diltiazem ext-rel (except generics for CARDIZEM LA), verapamil ext-rel</i> | <i>clobetasol spray</i> | <i>clobetasol cream QL, clobetasol foam (except clobetasol emollient foam) QL, clobetasol gel QL, clobetasol lotion QL, clobetasol ointment QL, halobetasol cream QL, halobetasol ointment QL</i> |
| <i>carisoprodol 250 mg</i> | <i>cyclobenzaprine (except cyclobenzaprine tablet 7.5 mg)</i> | | |
| CARNITOR, CARNITOR SF | <i>levocarnitine</i> | CLOBEX SPRAY | <i>clobetasol cream QL, clobetasol foam (except clobetasol emollient foam) QL, clobetasol gel QL, clobetasol lotion QL, clobetasol ointment QL, halobetasol cream QL, halobetasol ointment QL</i> |
| CELEBREX | <i>celecoxib, diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension)</i> | | |
| <i>chlordiazepoxide-clidinium (NDCs 11534019701, 42494040901, 51293069601, 51293069610, 67877073101, 70700018501 only)</i> | <i>dicyclomine</i> | | |
| <i>chlorzoxazone 250 mg, chlorzoxazone 375 mg, chlorzoxazone 500 mg (NDC</i> | <i>cyclobenzaprine (except cyclobenzaprine tablet 7.5</i> | | |

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| <i>clocortolone cream</i> | <i>hydrocortisone butyrate cream QL, hydrocortisone butyrate ointment QL, hydrocortisone butyrate solution QL, mometasone QL, triamcinolone cream QL, triamcinolone lotion QL, triamcinolone ointment (except triamcinolone ointment 0.05%) QL</i> | CORDRAN TAPE | <i>clobetasol cream QL, clobetasol foam (except clobetasol emollient foam), QL clobetasol gel QL, clobetasol lotion QL, clobetasol ointment QL, halobetasol cream QL, halobetasol ointment QL</i> |
| COLAZAL | <i>balsalazide, mesalamine delayed-rel, mesalamine ext-rel, sulfasalazine, sulfasalazine delayed-rel</i> | COREG CR | <i>acebutolol, atenolol, carvedilol, carvedilol phosphate ext-rel, metoprolol succinate ext-rel, metoprolol tartrate, nadolol, nebivolol, pindolol, propranolol, propranolol ext-rel</i> |
| <i>colchicine capsule</i> | <i>colchicine tablet, MITIGARE</i> | CoreMino | <i>doxycycline hyclate 20 mg, doxycycline hyclate capsule, minocycline, tetracycline</i> |
| COLCRYS | <i>colchicine tablet, MITIGARE</i> | COZAAR | <i>candesartan, irbesartan, losartan, olmesartan, telmisartan, valsartan</i> |
| COMBIGAN | <i>brimonidine-timolol</i> | CRESEMBA | <i>itraconazole PA</i> |
| CONCERTA | <i>amphetamine-dextroamphetamine mixed salts ext-rel, dexmethylphenidate ext-rel, lisdexamfetamine, methylphenidate ext-rel, AZSTARYS</i> | CRESTOR | <i>atorvastatin, ezetimibe-simvastatin, fluvastatin, lovastatin, pravastatin, rosuvastatin, simvastatin</i> |
| CONTOUR NEXT STRIPS AND KITS | ACCU-CHEK AVIVA PLUS STRIPS AND KITS, ACCU-CHEK GUIDE STRIPS AND KITS, ACCU-CHEK SMARTVIEW STRIPS AND KITS, ONETOUCH ULTRA STRIPS AND KITS, ONETOUCH VERIO STRIPS AND KITS | <i>cyclobenzaprine ext-rel capsule, cyclobenzaprine tablet 7.5 mg</i> | <i>cyclobenzaprine (except cyclobenzaprine tablet 7.5 mg)</i> |
| CONTOUR STRIPS AND KITS | ACCU-CHEK AVIVA PLUS STRIPS AND KITS, ACCU-CHEK GUIDE STRIPS AND KITS, ACCU-CHEK SMARTVIEW STRIPS AND KITS, ONETOUCH ULTRA STRIPS AND KITS, ONETOUCH VERIO STRIPS AND KITS | CYMBALTA | <i>desvenlafaxine ext-rel, duloxetine, venlafaxine, venlafaxine ext-rel capsule</i> |
| CONTRAVE | <i>orlistat PA, QSYMIA PA, SAXENDA PA, WEGOVY PA</i> | CYTOMEL | <i>levothyroxine, liothyronine, SYNTHROID</i> |
| CORDRAN CREAM, CORDRAN LOTION | <i>desonide (except desonide gel) QL, hydrocortisone QL</i> | DALIRESP | <i>roflumilast</i> |
| CORDRAN OINTMENT | <i>hydrocortisone butyrate cream QL, hydrocortisone butyrate ointment QL, hydrocortisone butyrate solution QL, mometasone QL, triamcinolone cream QL, triamcinolone lotion QL, triamcinolone ointment (except triamcinolone ointment 0.05%) QL</i> | DARAPRIM | <i>pyrimethamine</i> |
| | | DAYTRANA | <i>amphetamine-dextroamphetamine mixed salts ext-rel, dexmethylphenidate ext-rel, lisdexamfetamine, methylphenidate ext-rel, AZSTARYS</i> |
| | | DELZICOL | <i>balsalazide, mesalamine delayed-rel, mesalamine ext-rel, sulfasalazine, sulfasalazine delayed-rel</i> |
| | | DEPAKOTE, DEPAKOTE ER, DEPAKOTE SPRINKLE | <i>carbamazepine, carbamazepine ext-rel, clonazepam, divalproex sodium, divalproex sodium ext-rel, ethosuximide,</i> |

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| | <i>gabapentin, lacosamide, lamotrigine, lamotrigine ext-rel, levetiracetam, levetiracetam ext-rel, oxcarbazepine, phenobarbital, phenytoin, phenytoin sodium extended, pregabalin, primidone, tiagabine, topiramate, valproic acid, zonisamide, APTIOM, FYCOMPA, OXTELLAR XR, TROKENDI XR, XCOPRI</i> | | QL , diclofenac sodium solution 1.5% PA , ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension) |
| <i>desonide gel</i> | <i>desonide (except desonide gel) QL, hydrocortisone QL</i> | <i>Diclofex DC</i> | <i>diclofenac sodium, diclofenac sodium gel 1% QL, diclofenac sodium solution 1.5% PA, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension)</i> |
| <i>desoximetasone ointment 0.05%</i> | <i>hydrocortisone butyrate cream QL, hydrocortisone butyrate ointment QL, hydrocortisone butyrate solution QL, mometasone QL, triamcinolone cream QL, triamcinolone lotion QL, triamcinolone ointment (except triamcinolone ointment 0.05%) QL</i> | <i>Diclosaicin</i> | <i>diclofenac sodium, diclofenac sodium gel 1% QL, diclofenac sodium solution 1.5% PA, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension)</i> |
| <i>DesRx</i> | <i>desonide (except desonide gel) QL, hydrocortisone QL</i> | <i>DIFFERIN LOTION</i> | <i>adapalene (except adapalene pad) PA2, benzoyl peroxide, clindamycin gel (except NDC 68682046275), clindamycin solution, clindamycin-benzoyl peroxide, dapsone, erythromycin solution, erythromycin-benzoyl peroxide, tretinoin PA2, AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI</i> |
| <i>DETROL LA</i> | <i>darifenacin ext-rel, fesoterodine ext-rel, oxybutynin ext-rel, solifenacin, tolterodine, tolterodine ext-rel, trospium, trospium ext-rel, GEMTESA</i> | <i>diflorasone cream, diflorasone ointment</i> | <i>desoximetasone (except desoximetasone ointment 0.05%) QL, fluocinonide (except fluocinonide cream 0.1%), QL BRYHALI QL</i> |
| <i>dexchlorpheniramine</i> | <i>levocetirizine</i> | <i>dihydroergotamine spray</i> | <i>eletriptan QL, naratriptan QL, rizatriptan QL, sumatriptan QL, zolmitriptan QL, NURTEC ODT ST, ONZETRA XSAIL QL, UBRELVY ST, ZEMBRACE SYMTOUCH QL</i> |
| <i>Dexifol</i> | <i>generic multivitamins</i> | <i>DILANTIN</i> | <i>carbamazepine, carbamazepine ext-rel, divalproex sodium, divalproex sodium ext-rel, gabapentin, lacosamide, lamotrigine, lamotrigine ext-rel, levetiracetam, oxcarbazepine, phenobarbital, phenytoin, phenytoin sodium extended, pregabalin, primidone, tiagabine, topiramate, valproic acid, zonisamide, APTIOM, FYCOMPA, OXTELLAR XR, TROKENDI XR, XCOPRI</i> |
| <i>DEXILANT</i> | <i>esomeprazole delayed-rel, lansoprazole delayed-rel capsule, omeprazole delayed-rel, pantoprazole delayed-rel tablet</i> | | |
| <i>dexlansoprazole delayed-rel</i> | <i>esomeprazole delayed-rel, lansoprazole delayed-rel capsule, omeprazole delayed-rel, pantoprazole delayed-rel tablet</i> | | |
| <i>diclofenac potassium capsule 25 mg, diclofenac potassium tablet 25 mg</i> | <i>diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension)</i> | | |
| <i>diclofenac potassium powder</i> | <i>diclofenac sodium, ibuprofen, naproxen (except naproxen CR or naproxen suspension)</i> | | |
| <i>diclofenac sodium solution 2%</i> | <i>diclofenac sodium, diclofenac sodium gel 1%</i> | | |

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| diltiazem ext-rel (generics for CARDIZEM LA only) | diltiazem ext-rel (except generics for CARDIZEM LA), verapamil ext-rel | EDARBI, EDARBYCLOR | candesartan, candesartan-hydrochlorothiazide, irbesartan, irbesartan-hydrochlorothiazide, losartan, losartan-hydrochlorothiazide, olmesartan, olmesartan-hydrochlorothiazide, telmisartan, telmisartan-hydrochlorothiazide, valsartan, valsartan-hydrochlorothiazide |
| DIOVAN, DIOVAN HCT | candesartan, candesartan-hydrochlorothiazide, irbesartan, irbesartan-hydrochlorothiazide, losartan, losartan-hydrochlorothiazide, olmesartan, olmesartan-hydrochlorothiazide, telmisartan, telmisartan-hydrochlorothiazide, valsartan, valsartan-hydrochlorothiazide | EDLUAR | doxepin, eszopiclone QL , ramelteon QL , zolpidem QL , zolpidem ext-rel QL , BELSOMRA ST , DAYVIGO ST , QUVIVIQ ST |
| Diphen Elixir | levocetirizine | E.E.S. GRANULES | erythromycins |
| DORYX, DORYX MPC | doxycycline hyclate 20 mg, doxycycline hyclate capsule, minocycline, tetracycline | EFFEXOR XR | desvenlafaxine ext-rel, duloxetine, venlafaxine, venlafaxine ext-rel capsule |
| doxepin cream | desonide (except desonide gel) QL , hydrocortisone QL , pimecrolimus ST , tacrolimus ST , EUCRISA ST , OPZELURA ST | ELIDEL | pimecrolimus ST , tacrolimus ST , EUCRISA ST , OPZELURA ST |
| doxycycline hyclate delayed-rel tablet | doxycycline hyclate 20 mg, doxycycline hyclate capsule, minocycline, tetracycline | ELMIRON | Talk to your doctor |
| doxycycline hyclate tablet 50 mg, doxycycline hyclate tablet 75 mg, doxycycline hyclate tablet 150 mg | doxycycline hyclate 20 mg, doxycycline hyclate capsule, minocycline, tetracycline | EluRyng | ANNOVERA, NUVARING |
| doxycycline monohydrate capsule 75 mg, doxycycline monohydrate capsule 150 mg | doxycycline hyclate 20 mg, doxycycline hyclate capsule, minocycline, tetracycline | ENLITE CONTINUOUS GLUCOSE MONITORING SYSTEM | DEXCOM CONTINUOUS GLUCOSE MONITORING SYSTEM |
| doxycycline monohydrate delayed-rel capsule | ORACEA | ENTERAGAM | alosetron PA , VIBERZI PA , XIFAXAN 550 MG |
| DUOBRII | calcipotriene ointment or calcipotriene solution WITH desoximetasone (except desoximetasone ointment 0.05%) QL , fluocinonide (except fluocinonide cream 0.1%) QL or BRYHALI QL ; ENSTILAR, VTAMA, ZORYVE | EPANED | enalapril, fosinopril, lisinopril, quinapril, ramipril |
| DYANAVAL XR | amphetamine-dextroamphetamine mixed salts ext-rel, dexmethylphenidate ext-rel, lisdexamfetamine, methylphenidate ext-rel, AZSTARYS | EPICERAM | desonide (except desonide gel) QL , hydrocortisone QL |
| DYMISTA | azelastine-fluticasone, flunisolide, fluticasone, mometasone | epinephrine (NDCs 00093-XXXX-XX, 49502-XXXX-XX only) | epinephrine (except NDCs 00093-XXXX-XX, 49502-XXXX-XX), AUVI-Q |
| DYRENIUM | amiloride, triamterene | EPIPEN, EPIPEN JR | epinephrine (except NDCs 00093-XXXX-XX, 49502-XXXX-XX), AUVI-Q |
| | | ergotamine-caffeine | eletriptan QL , naratriptan QL , rizatriptan QL , sumatriptan QL , zolmitriptan QL , NURTEC ODT ST , ONZETRA XSAIL QL , UBRELVY ST , ZEMBRACE SYMTOUCH QL |
| | | ERYPED | erythromycins |
| | | estradiol vaginal tablet | estradiol vaginal cream, IMVEXXY, |

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| | VAGIFEM | <i>Fexmid</i> | <i>cyclobenzaprine (except cyclobenzaprine tablet 7.5 mg)</i> |
| ESTRING | <i>estradiol vaginal cream, IMVEXXY, VAGIFEM</i> | FINACEA GEL | <i>azelaic acid gel, brimonidine gel, metronidazole, FINACEA FOAM, SOOLANTRA</i> |
| <i>ethinyl estradiol-etonogestrel</i> | ANNOVERA, NUVARING | FIORICET CAPSULE | <i>diclofenac sodium, ibuprofen, naproxen (except naproxen CR or naproxen suspension)</i> |
| EVEKEO | <i>amphetamine-dextroamphetamine mixed salts, methylphenidate</i> | FLAREX | <i>dexamethasone, difluprednate, loteprednol, prednisolone acetate 1%</i> |
| EVERSENSE CONTINUOUS GLUCOSE MONITORING SYSTEM | DEXCOM CONTINUOUS GLUCOSE MONITORING SYSTEM | FLORIVA, FLORIVA PLUS | <i>generic multivitamins</i> |
| EXFORGE | <i>amlodipine-olmesartan, amlodipine-telmisartan, amlodipine-valsartan</i> | FLOVENT DISKUS, FLOVENT HFA | PULMICORT FLEXHALER |
| EXFORGE HCT | <i>amlodipine-valsartan-hydrochlorothiazide, olmesartan-amlodipine-hydrochlorothiazide</i> | <i>flucytosine capsule 500 mg</i> | <i>fluconazole</i> |
| FABIOR | <i>adapalene (except adapalene pad) PA2, benzoyl peroxide, clindamycin gel (except NDC 68682046275), clindamycin solution, clindamycin-benzoyl peroxide, dapson, erythromycin solution, erythromycin- benzoyl peroxide, tretinoin PA2, AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI</i> | <i>fluocinonide cream 0.1%</i> | <i>clobetasol cream QL, clobetasol foam (except clobetasol emollient foam) QL, clobetasol gel QL, clobetasol lotion QL, clobetasol ointment QL, halobetasol cream QL, halobetasol ointment QL</i> |
| FANAPT | <i>aripiprazole, clozapine, lurasidone, olanzapine, quetiapine, quetiapine ext-rel, risperidone, ziprasidone, VRAYLAR</i> | <i>fluorouracil cream 0.5%</i> | <i>fluorouracil cream 5%, fluorouracil solution, imiquimod</i> |
| FEMRING | <i>estradiol vaginal cream, IMVEXXY, VAGIFEM</i> | <i>fluoxetine tablet (generics for SARAFEM only)</i> | <i>fluoxetine (except fluoxetine tablet 60 mg, fluoxetine tablet [generics for SARAFEM]), paroxetine HCl ext-rel (except NDC 60505367503), sertraline</i> |
| <i>fenofibrate capsule 30 mg, 50 mg, 90 mg, 130 mg; fenofibrate tablet 40 mg, 120 mg</i> | <i>fenofibrate (except fenofibrate capsule 30 mg, 50 mg, 90 mg, 130 mg; fenofibrate tablet 40 mg, 120 mg), fenofibric acid delayed-rel</i> | <i>fluoxetine tablet 60 mg</i> | <i>citalopram, escitalopram, fluoxetine (except fluoxetine tablet 60 mg, fluoxetine tablet [generics for SARAFEM]), paroxetine HCl, paroxetine HCl ext-rel (except NDC 60505367503), sertraline, TRINTELLIX ST</i> |
| FENOGLIDE TABLET 120 MG | <i>fenofibrate (except fenofibrate capsule 30 mg, 50 mg, 90 mg, 130 mg; fenofibrate tablet 40 mg, 120 mg), fenofibric acid delayed-rel</i> | <i>flurandrenolide cream, flurandrenolide lotion</i> | <i>desonide (except desonide gel) QL, hydrocortisone QL</i> |
| <i>fenoprofen, FENOPROFEN CAPSULE</i> | <i>diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension)</i> | <i>flurandrenolide ointment</i> | <i>hydrocortisone butyrate cream QL, hydrocortisone butyrate ointment QL, hydrocortisone butyrate solution QL, mometasone QL, triamcinolone cream QL, triamcinolone lotion QL, triamcinolone ointment (except triamcinolone ointment 0.05%) QL</i> |
| FERIVA 21/7 | <i>generic multivitamins</i> | | |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
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| FML FORTE, FML LIQUIFILM | dexamethasone, difluprednate, loteprednol, prednisolone acetate 1% | | potassium sulfate-magnesium sulfate, CLENPIQ |
| FOCALIN XR | amphetamine-dextroamphetamine mixed salts ext-rel, dexmethylphenidate ext-rel, lisdexamfetamine, methylphenidate ext-rel, AZSTARYS | GUARDIAN CONNECT CONTINUOUS GLUCOSE MONITORING SYSTEM | DEXCOM CONTINUOUS GLUCOSE MONITORING SYSTEM |
| Folvite-D | folic acid, generic multivitamins | GUARDIAN REAL-TIME CONTINUOUS GLUCOSE MONITORING SYSTEM | DEXCOM CONTINUOUS GLUCOSE MONITORING SYSTEM |
| FORTAMET | metformin, metformin ext-rel (except generics for FORTAMET and GLUMETZA) | halcinonide cream | desoximetasone (except desoximetasone ointment 0.05%) QL , fluocinonide (except fluocinonide cream 0.1%), QL BRYHALI QL |
| FORTESTA | testosterone gel (except authorized generics for TESTIM and VOGELXO) PA , testosterone solution PA , NATESTO PA | HALOG | desoximetasone (except desoximetasone ointment 0.05%) QL , fluocinonide (except fluocinonide cream 0.1%), QL BRYHALI QL |
| FOSRENOL | calcium acetate, sevelamer carbonate, AURYXIA | HEPARIN SODIUM IN 5% DEXTROSE | enoxaparin, fondaparinux |
| FOSTEUM, FOSTEUM PLUS | alendronate, ibandronate, risedronate | HORIZANT | gabapentin, pregabalin, pregabalin ext-rel, GRALISE |
| FREESTYLE LIBRE CONTINUOUS GLUCOSE MONITORING SYSTEM | DEXCOM CONTINUOUS GLUCOSE MONITORING SYSTEM | HUMALOG | FIASP, NOVOLOG |
| FREESTYLE STRIPS AND KITS | ACCU-CHEK AVIVA PLUS STRIPS AND KITS, ACCU-CHEK GUIDE STRIPS AND KITS, ACCU-CHEK SMARTVIEW STRIPS AND KITS, ONETOUCH ULTRA STRIPS AND KITS, ONETOUCH VERIO STRIPS AND KITS | HUMALOG MIX 50/50 | NOVOLOG MIX 70/30 |
| Genicin Vita-S | generic multivitamins | HUMALOG MIX 75/25 | NOVOLOG MIX 70/30 |
| GLUCAGEN HYPOKIT | glucagon, human recombinant; BAQSIMI; GVOKE; ZEGALOGUE | HUMULIN 70/30 | NOVOLIN 70/30 |
| GLUCAGON EMERGENCY KIT | glucagon, human recombinant; BAQSIMI; GVOKE; ZEGALOGUE | HUMULIN N | NOVOLIN N |
| GLUMETZA | metformin, metformin ext-rel (except generics for FORTAMET and GLUMETZA) | HUMULIN R | NOVOLIN R |
| GLYCOPYRROLATE TABLET 1.5 MG | dicyclomine | hydrocortisone butyrate lipophilic cream 0.1% | hydrocortisone butyrate cream QL , hydrocortisone butyrate ointment QL , hydrocortisone butyrate solution QL , mometasone QL , triamcinolone cream QL , triamcinolone lotion QL , triamcinolone ointment (except triamcinolone ointment 0.05%) QL |
| GOLYTELY | peg 3350-electrolytes (except generics for MOVIPREP), sodium sulfate- | hydrocortisone butyrate lotion | hydrocortisone butyrate cream QL , hydrocortisone butyrate ointment QL , hydrocortisone butyrate solution QL , mometasone QL , triamcinolone cream QL , triamcinolone lotion QL , triamcinolone ointment (except triamcinolone ointment 0.05%) QL |
| | | HylaVite | generic multivitamins |
| | | hyoscyamine sulfate ext-rel | dicyclomine |

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| HYSINGLA ER | fentanyl transdermal QL , hydrocodone ext-rel QL , hydromorphone ext-rel QL , methadone QL , morphine ext-rel QL , oxycodone ext-rel QL | INTRAROSA | rel estradiol vaginal cream, IMVEXXY, VAGIFEM |
| HYZAAR | candesartan-hydrochlorothiazide, irbesartan-hydrochlorothiazide, losartan-hydrochlorothiazide, olmesartan-hydrochlorothiazide, telmisartan-hydrochlorothiazide, valsartan-hydrochlorothiazide | INTUNIV | amphetamine-dextroamphetamine mixed salts ext-rel, atomoxetine, dexmethylphenidate ext-rel, lisdexamfetamine, guanfacine ext-rel, methylphenidate ext-rel, AZSTARYS, QELBREE |
| Iclofenac CP | diclofenac sodium, diclofenac sodium gel 1% QL , diclofenac sodium solution 1.5% PA , ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension) | INVELTYS | dexamethasone, difluprednate, loteprednol, prednisolone acetate 1% |
| icosapent ethyl | omega-3 acid ethyl esters PA , VASCEPA PA | INVOKAMET, INVOKAMET XR | SYNJARDY, SYNJARDY XR, XIGDUO XR |
| INCRUSE ELLIPTA | SPIRIVA | INVOKANA | FARXIGA, JARDIANCE |
| INDERAL LA, INDERAL XL | acebutolol, atenolol, carvedilol, carvedilol phosphate ext-rel, metoprolol succinate ext-rel, metoprolol tartrate, nadolol, nebivolol, pindolol, propranolol, propranolol ext-rel | isosorbide dinitrate 40 mg | isosorbide dinitrate (except isosorbide dinitrate 40 mg), isosorbide mononitrate |
| Indocin, INDOCIN | diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension) | isotretinoin capsule 25 mg, 35 mg | isotretinoin capsule 20 mg, 30 mg, 40 mg |
| indomethacin capsule 20 mg | diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension) | ivermectin cream | azelaic acid gel, brimonidine gel, metronidazole, FINACEA FOAM, SOOLANTRA |
| Inflammacin | diclofenac sodium, diclofenac sodium gel 1% QL , diclofenac sodium solution 1.5% PA , ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension) | JALYN | dutasteride-tamsulosin; dutasteride or finasteride WITH alfuzosin ext-rel, doxazosin, silodosin, tamsulosin or terazosin |
| INNOPRAN XL | acebutolol, atenolol, carvedilol, carvedilol phosphate ext-rel, metoprolol succinate ext-rel, metoprolol tartrate, nadolol, nebivolol, pindolol, propranolol, propranolol ext- | JENTADUETO, JENTADUETO XR | saxagliptin-metformin ext-rel, JANUMET, JANUMET XR |
| | | JORNAY PM | amphetamine-dextroamphetamine mixed salts ext-rel, dexmethylphenidate ext-rel, lisdexamfetamine, methylphenidate ext-rel, AZSTARYS |
| | | KAMDOY | desonide (except desonide gel) QL , hydrocortisone QL |
| | | Kapzin DC | diclofenac sodium, diclofenac sodium gel 1% QL , diclofenac sodium solution 1.5% PA , ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension) |
| | | KAZANO | saxagliptin-metformin ext-rel, JANUMET, JANUMET XR |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|----------------------------|--|---|---|
| KEPPRA, KEPPRA XR | carbamazepine, carbamazepine ext-rel, divalproex sodium, divalproex sodium ext-rel, gabapentin, lacosamide, lamotrigine, lamotrigine ext-rel, levetiracetam, levetiracetam ext-rel, oxcarbazepine, phenobarbital, phenytoin, phenytoin sodium extended, pregabalin, primidone, tiagabine, topiramate, valproic acid, zonisamide, APTIOM, FYCOMPA, OXTELLAR XR, TROKENDI XR, XCOPRI | | rel, levetiracetam, levetiracetam ext-rel, oxcarbazepine, phenobarbital, phenytoin, phenytoin sodium extended, pregabalin, primidone, tiagabine, topiramate, valproic acid, zonisamide, APTIOM, FYCOMPA, OXTELLAR XR, TROKENDI XR, XCOPRI |
| | | LANOXIN TABLET (125 MCG and 250 MCG only) | digoxin |
| | | lansoprazole delayed-rel orally disintegrating tablet | esomeprazole delayed-rel, lansoprazole delayed-rel capsule, omeprazole delayed-rel, pantoprazole delayed-rel tablet |
| ketoconazole foam 2% | ketoconazole shampoo 2%, selenium sulfide lotion 2.5% | | |
| Ketodan | ketoconazole shampoo 2%, selenium sulfide lotion 2.5% | lanthanum carbonate | calcium acetate, sevelamer carbonate, AURYXIA |
| ketoprofen capsule 25 mg | diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension) | LASTACAPT | azelastine, bepotastine, cromolyn sodium, olopatadine |
| ketoprofen ext-rel capsule | diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension) | LATUDA | aripiprazole, clozapine, lurasidone, olanzapine, quetiapine, quetiapine ext-rel, risperidone, ziprasidone, VRAYLAR |
| KOMBIGLYZE XR | saxagliptin-metformin ext-rel, JANUMET, JANUMET XR | LESCOL XL | atorvastatin, ezetimibe-simvastatin, fluvastatin, lovastatin, pravastatin, rosuvastatin, simvastatin |
| LACRISERT | RESTASIS, XIIDRA | | |
| LACTULOSE PAK | lactulose solution | LEVEMIR | LANTUS |
| LAMICTAL, LAMICTAL ODT | carbamazepine, carbamazepine ext-rel, clobazam, clonazepam, divalproex sodium, divalproex sodium ext-rel, gabapentin, lacosamide, lamotrigine, lamotrigine ext-rel, levetiracetam, levetiracetam ext-rel, oxcarbazepine, phenobarbital, phenytoin, phenytoin sodium extended, pregabalin, primidone, rufinamide, tiagabine, topiramate, valproic acid, zonisamide, APTIOM, FYCOMPA, OXTELLAR XR, TROKENDI XR, XCOPRI | levorphanol | fentanyl transdermal QL , hydrocodone ext-rel QL , hydromorphone ext-rel QL , methadone QL , morphine ext-rel QL , oxycodone ext-rel QL |
| | | LEXAPRO | citalopram, escitalopram, fluoxetine (except fluoxetine tablet 60 mg, fluoxetine tablet [generics for SARAFEM]), paroxetine HCl, paroxetine HCl ext-rel (except NDC 60505367503), sertraline, TRINTELLIX ST |
| | | LIALDA | balsalazide, mesalamine delayed-rel, mesalamine ext-rel, sulfasalazine, sulfasalazine delayed-rel |
| LAMICTAL XR | carbamazepine, carbamazepine ext-rel, divalproex sodium, divalproex sodium ext-rel, gabapentin, lacosamide, lamotrigine, lamotrigine ext- | LIBRAX | dicyclomine |
| | | LIPITOR | atorvastatin, ezetimibe- |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|--|--|---|---|
| | <i>simvastatin, fluvastatin, lovastatin, pravastatin, rosuvastatin, simvastatin</i> | | CR or <i>naproxen suspension</i> |
| LITHOSTAT | Talk to your doctor | <i>meloxicam capsule</i> | <i>diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension)</i> |
| LIVALO | <i>atorvastatin, ezetimibe-simvastatin, fluvastatin, lovastatin, pravastatin, rosuvastatin, simvastatin</i> | MENEST | estradiol PA |
| <i>Lofena</i> | <i>diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension)</i> | <i>metaxalone 400 mg</i> | <i>cyclobenzaprine (except cyclobenzaprine tablet 7.5 mg)</i> |
| LOKELMA | VELTASSA | <i>metformin ext-rel (generics for FORTAMET and GLUMETZA only)</i> | <i>metformin, metformin ext-rel (except generics for FORTAMET and GLUMETZA)</i> |
| <i>Lorzone</i> | <i>cyclobenzaprine (except cyclobenzaprine tablet 7.5 mg)</i> | <i>methocarbamol 500 mg (NDC 69036091010 only), methocarbamol 750 mg (NDCs 69036093090, 70868090190 only)</i> | <i>cyclobenzaprine (except cyclobenzaprine tablet 7.5 mg)</i> |
| LOTEMAX, LOTEMAX SM | <i>dexamethasone, difluprednate, loteprednol, prednisolone acetate 1%</i> | MIACALCIN INJECTION | <i>alendronate, calcitonin-salmon, ibandronate, risedronate, FORTEO, PROLIA, TYMLOS</i> |
| LOVAZA | <i>omega-3 acid ethyl esters</i> PA, VASCEPA PA | MICARDIS, MICARDIS HCT | <i>candesartan, candesartan-hydrochlorothiazide, irbesartan, irbesartan-hydrochlorothiazide, losartan, losartan-hydrochlorothiazide, olmesartan, olmesartan-hydrochlorothiazide, telmisartan, telmisartan-hydrochlorothiazide, valsartan, valsartan-hydrochlorothiazide</i> |
| <i>luliconazole</i> | <i>ciclopirox, clotrimazole, econazole, ketoconazole cream 2%, NAFTIN</i> | | |
| LUMIGAN | <i>bimatoprost, latanoprost, travoprost</i> | | |
| LUNESTA | <i>doxepin, eszopiclone QL, ramelteon QL, zolpidem QL, zolpidem ext-rel QL, BELSOMRA ST, DAYVIGO ST, QUVIVIQ ST</i> | <i>Migergot</i> | <i>eletriptan QL, naratriptan QL, rizatriptan QL, sumatriptan QL, zolmitriptan QL, NURTEC ODT ST, ONZETRA XSAIL QL, UBRELVY ST, ZEMBRACE SYMTOUCH QL</i> |
| LYRICA | <i>duloxetine, pregabalin, pregabalin ext-rel</i> | | |
| MACRODANTIN | <i>nitrofurantoin (except NDC 16571074024)</i> | <i>Millipred</i> | <i>dexamethasone, hydrocortisone, methylprednisolone, prednisolone solution (except prednisolone solution 10 mg/5 mL, 20 mg/5 mL), prednisone</i> |
| <i>Matzim LA</i> | <i>diltiazem ext-rel (except generics for CARDIZEM LA), verapamil ext-rel</i> | | |
| MAXALT, MAXALT-MLT | <i>eletriptan QL, naratriptan QL, rizatriptan QL, sumatriptan QL, zolmitriptan QL, NURTEC ODT ST, ONZETRA XSAIL QL, UBRELVY ST, ZEMBRACE SYMTOUCH QL</i> | MINASTRIN 24 FE | <i>ethinyl estradiol-drospirenone, ethinyl estradiol-drospirenone-levomefolate, ethinyl estradiol-levonorgestrel, ethinyl estradiol-levonorgestrel-iron, ethinyl estradiol-norethindrone acetate, ethinyl estradiol-norethindrone acetate-iron, ethinyl estradiol-</i> |
| MAXIDEX | <i>dexamethasone, difluprednate, loteprednol, prednisolone acetate 1%</i> | | |
| <i>mefenamic acid (NDC 69336012830 only)</i> | <i>diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen</i> | | |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|-----------------------------------|---|--|--|
| | <i>norgestimate</i> , LO LOESTRIN FE, NATAZIA | | <i>naproxen CR</i> or <i>naproxen suspension</i>) WITH <i>esomeprazole delayed-rel</i> , <i>lansoprazole delayed-rel capsule</i> , <i>omeprazole delayed-rel</i> , or <i>pantoprazole delayed-rel tablet</i> |
| MINIVELLE | <i>estradiol</i> PA , DIVIGEL PA | | |
| <i>minocycline ext-rel</i> | <i>doxycycline hyclate 20 mg</i> , <i>doxycycline hyclate capsule</i> , <i>minocycline</i> , <i>tetracycline</i> | NEO-SYNALAR | <i>desonide</i> (except <i>desonide gel</i>) QL or <i>hydrocortisone</i> QL WITH <i>gentamicin</i> |
| MIRVASO | <i>azelaic acid gel</i> , <i>brimonidine gel</i> , <i>metronidazole</i> , FINACEA FOAM, SOOLANTRA | NESINA | <i>saxagliptin</i> , JANUVIA |
| <i>Mondoxyne NL capsule 75 mg</i> | <i>doxycycline hyclate 20 mg</i> , <i>doxycycline hyclate capsule</i> , <i>minocycline</i> , <i>tetracycline</i> | NEVANAC | <i>bromfenac</i> , <i>diclofenac</i> , <i>ketorolac</i> , ILEVRO, PROLENSA |
| MOVANTIK | <i>lubiprostone</i> PA, SYMPROIC | NEXIUM | <i>esomeprazole delayed-rel</i> , <i>lansoprazole delayed-rel capsule</i> , <i>omeprazole delayed-rel</i> , <i>pantoprazole delayed-rel tablet</i> |
| MOVIPREP | <i>peg 3350-electrolytes</i> (except generics for MOVIPREP), <i>sodium sulfate-potassium sulfate-magnesium sulfate</i> , CLENPIQ | NEXTERONE | <i>amiodarone</i> |
| <i>MultiPro</i> | <i>generic multivitamins</i> | <i>niacin tablet 500 mg</i> | <i>niacin ext-rel</i> |
| <i>mupirocin cream</i> | <i>gentamicin</i> , <i>mupirocin ointment</i> | <i>Niacor</i> | <i>niacin ext-rel</i> |
| MYDAYIS | <i>amphetamine-dextroamphetamine mixed salts ext-rel</i> , <i>dexmethylphenidate ext-rel</i> , <i>lisdexamfetamine</i> , <i>methylphenidate ext-rel</i> , AZSTARYS | NICADAN | <i>generic multivitamins</i> |
| | | NICAPRIN | <i>generic multivitamins</i> |
| | | NICAZEL, NICAZEL FORTE | <i>generic multivitamins</i> |
| | | NICOMIDE | <i>generic multivitamins</i> |
| MYRBETRIQ | <i>darifenacin ext-rel</i> , <i>fesoterodine ext-rel</i> , <i>oxybutynin ext-rel</i> , <i>solifenacin</i> , <i>tolterodine</i> , <i>tolterodine ext-rel</i> , <i>tropium</i> , <i>tropium ext-rel</i> , GEMTESA | NILANDRON | <i>abiraterone</i> , <i>bicalutamide</i> , ERLEADA, NUBEQA, XTANDI, YONSA |
| | | <i>nitrofurantoin</i> (NDC 16571074024 only) | <i>nitrofurantoin</i> (except NDC 16571074024) |
| MYTESI | <i>diphenoxylate-atropine</i> , <i>loperamide</i> | NORGESIC FORTE | <i>cyclobenzaprine</i> (except <i>cyclobenzaprine tablet 7.5 mg</i>) |
| NAPRELAN | <i>diclofenac sodium</i> , <i>ibuprofen</i> , <i>meloxicam tablet</i> , <i>naproxen</i> (except <i>naproxen CR</i> or <i>naproxen suspension</i>) | NORITATE | <i>azelaic acid gel</i> , <i>brimonidine gel</i> , <i>metronidazole</i> , FINACEA FOAM, SOOLANTRA |
| <i>naproxen CR</i> | <i>diclofenac sodium</i> , <i>ibuprofen</i> , <i>meloxicam tablet</i> , <i>naproxen</i> (except <i>naproxen CR</i> or <i>naproxen suspension</i>) | NORPACE | <i>disopyramide</i> |
| <i>naproxen suspension</i> | <i>diclofenac sodium</i> , <i>ibuprofen</i> , <i>meloxicam tablet</i> , <i>naproxen</i> (except <i>naproxen CR</i> or <i>naproxen suspension</i>) | NORVASC | <i>amlodipine</i> , <i>nifedipine ext-rel</i> |
| <i>naproxen-esomeprazole</i> | <i>diclofenac sodium</i> , <i>ibuprofen</i> , <i>meloxicam tablet</i> or <i>naproxen</i> (except | NOURIANZ | <i>entacapone</i> , <i>pramipexole</i> , <i>pramipexole ext-rel</i> , <i>rasagiline</i> , <i>ropinirole</i> , <i>ropinirole ext-rel</i> , <i>selegiline</i> , NEUPRO |
| | | NOVO NORDISK NEEDLES | BD ULTRAFINE NEEDLES |
| | | NOXAFIL | <i>fluconazole</i> , <i>itraconazole</i> PA |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|---------------------------------|--|---|---|
| NUCYNTA | hydromorphone QL , morphine QL , oxycodone QL | OSMOPREP | peg 3350-electrolytes (except generics for MOVIPREP), sodium sulfate- potassium sulfate- magnesium sulfate, CLENPIQ |
| NUCYNTA ER | fentanyl transdermal QL , hydrocodone ext-rel QL , hydromorphone ext-rel QL , methadone QL , morphine ext-rel QL , oxycodone ext-rel QL | OSPHENA | estradiol PA |
| NuDiclo SoluPak, NuDiclo TabPak | diclofenac sodium, diclofenac sodium gel 1% QL , diclofenac sodium solution 1.5% PA , ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension) | OWEN MUMFORD NEEDLES | BD ULTRAFINE NEEDLES |
| NUEDEXTA | Talk to your doctor | oxiconazole (NDCs 00168035830, 51672135902 only) | ciclopirox, clotrimazole, econazole, ketoconazole cream 2%, NAFTIN |
| NUVIGIL | armodafinil PA , modafinil PA , SUNOSI PA | OXYCONTIN | fentanyl transdermal QL , hydrocodone ext-rel QL , hydromorphone ext-rel QL , methadone QL , morphine ext-rel QL , oxycodone ext-rel QL |
| OLUX-E | clobetasol cream QL , clobetasol foam (except clobetasol emollient foam) QL , clobetasol gel QL , clobetasol lotion QL , clobetasol ointment QL , halobetasol cream QL , halobetasol ointment QL | oxymorphone ext-rel | fentanyl transdermal QL , hydrocodone ext-rel QL , hydromorphone ext-rel QL , methadone QL , morphine ext-rel QL , oxycodone ext-rel QL |
| omeprazole-sodium bicarbonate | esomeprazole delayed-rel, lansoprazole delayed-rel capsule, omeprazole delayed-rel, pantoprazole delayed-rel tablet | OXYTROL | darifenacin ext-rel, fesoterodine ext-rel, oxybutynin ext-rel, solifenacin, tolterodine, tolterodine ext-rel, trospium, trospium ext-rel, GEMTESA |
| OMNARIS | azelastine-fluticasone, flunisolide, fluticasone, mometasone | pantoprazole delayed-rel suspension | esomeprazole delayed-rel, lansoprazole delayed-rel capsule, omeprazole delayed-rel, pantoprazole delayed-rel tablet |
| ONFI | clobazam, clonazepam, lamotrigine, rufinamide, topiramate, TROKENDI XR | paroxetine HCl ext-rel (NDC 60505367503 only) | citalopram, escitalopram, fluoxetine (except fluoxetine tablet 60 mg, fluoxetine tablet [generics for SARAFEM]), paroxetine HCl, paroxetine HCl ext-rel (except NDC 60505367503), sertraline, TRINTELLIX ST |
| ONGLYZA | saxagliptin, JANUVIA | paroxetine mesylate capsule 7.5 mg | paroxetine HCl |
| orphenadrine-aspirin-caffeine | cyclobenzaprine (except cyclobenzaprine tablet 7.5 mg) | PAXIL, PAXIL CR | citalopram, escitalopram, fluoxetine (except fluoxetine tablet 60 mg, fluoxetine tablet [generics for SARAFEM]), paroxetine HCl, paroxetine HCl ext-rel (except NDC 60505367503), sertraline, TRINTELLIX ST |
| Orphengesic Forte | cyclobenzaprine (except cyclobenzaprine tablet 7.5 mg) | peg 3350-electrolytes (generics for MOVIPREP only) | peg 3350-electrolytes (except generics for MOVIPREP), sodium sulfate- potassium sulfate- magnesium sulfate, CLENPIQ |
| ORTHO D | folic acid, generic multivitamins | | |
| ORTHO DF | folic acid, generic multivitamins | | |
| OSENI | saxagliptin-metformin ext- rel, JANUMET, JANUMET XR; saxagliptin or JANUVIA WITH pioglitazone | | |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|---|--|-------------------|---|
| PENNSAID | <i>diclofenac sodium, diclofenac sodium gel 1% QL, diclofenac sodium solution 1.5% PA, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension)</i> | PREVIDENT | <i>delayed-rel tablet</i> Talk to your doctor |
| PENTASA | <i>balsalazide, mesalamine delayed-rel, mesalamine ext-rel, sulfasalazine, sulfasalazine delayed-rel</i> | PRILOSEC | <i>esomeprazole delayed-rel, lansoprazole delayed-rel capsule, omeprazole delayed-rel, pantoprazole delayed-rel tablet</i> |
| PERCOCET | <i>hydrocodone-acetaminophen QL, oxycodone-acetaminophen QL</i> | PRISTIQ | <i>desvenlafaxine ext-rel, duloxetine, venlafaxine, venlafaxine ext-rel capsule</i> |
| PERRIGO NEEDLES | BD ULTRAFINE NEEDLES | PROAIR RESPICLICK | <i>albuterol sulfate CFC-free aerosol (except NDCs 00093317431, 66993001968), levalbuterol tartrate CFC-free aerosol</i> |
| PLAVIX | <i>clopidogrel, prasugrel, BRILINTA</i> | PROMETRIUM | <i>medroxyprogesterone PA; progesterone, micronized PA</i> |
| POLYTOZA | Talk to your doctor | PROTONIX | <i>esomeprazole delayed-rel, lansoprazole delayed-rel capsule, omeprazole delayed-rel, pantoprazole delayed-rel tablet</i> |
| POLY-VI-FLOR | <i>generic multivitamins</i> | PROVENTIL HFA | <i>albuterol sulfate CFC-free aerosol (except NDCs 00093317431, 66993001968), levalbuterol tartrate CFC-free aerosol</i> |
| POLY-VI-FLOR WITH IRON | <i>generic multivitamins</i> | PROVIGIL | <i>armodafinil PA, modafinil PA, SUNOSI PA</i> |
| <i>posaconazole delayed-rel tablet</i> | <i>fluconazole, itraconazole PA</i> | PROZAC | <i>citalopram, escitalopram, fluoxetine (except fluoxetine tablet 60 mg, fluoxetine tablet [generics for SARAFEM]), paroxetine HCl, paroxetine HCl ext-rel (except NDC 60505367503), sertraline, TRINTELLIX ST</i> |
| PRADAXA | <i>warfarin, ELIQUIS, XARELTO</i> | QNASL | <i>azelastine-fluticasone, flunisolide, fluticasone, mometasone</i> |
| PRECISION XTRA STRIPS AND KITS | <i>ACCU-CHEK AVIVA PLUS STRIPS AND KITS, ACCU-CHEK GUIDE STRIPS AND KITS, ACCU-CHEK SMARTVIEW STRIPS AND KITS, ONETOUCH ULTRA STRIPS AND KITS, ONETOUCH VERIO STRIPS AND KITS</i> | QTERN | GLYXAMBI |
| PRED FORTE, PRED MILD | <i>dexamethasone, difluprednate, loteprednol, prednisolone acetate 1%</i> | quazepam | <i>doxepin, eszopiclone QL, ramelteon QL, zolpidem QL, zolpidem ext-rel QL, BELSOMRA ST, DAYVIGO ST, QUVIVIQ ST</i> |
| <i>prednisolone solution 10 mg/5 mL, prednisolone solution 20 mg/5 mL</i> | <i>dexamethasone, hydrocortisone, methylprednisolone, prednisolone solution (except prednisolone solution 10 mg/5 mL, 20 mg/5 mL), prednisone</i> | QUILLICHEW ER | <i>amphetamine-dextroamphetamine mixed salts ext-rel, dexmethylphenidate ext-rel, lisdexamfetamine, methylphenidate ext-rel, AZSTARYS</i> |
| PREMARIN | <i>estradiol PA</i> | | |
| PREMARIN CREAM | <i>estradiol vaginal cream, IMVEXXY, VAGIFEM</i> | | |
| PRENATAL PLUS | <i>generic prenatal vitamins</i> | | |
| PREVACID | <i>esomeprazole delayed-rel, lansoprazole delayed-rel capsule, omeprazole delayed-rel, pantoprazole</i> | | |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|----------------|---|----------------------|---|
| QUILLIVANT XR | <i>amphetamine-dextroamphetamine mixed salts ext-rel, dexmethylphenidate ext-rel, lisdexamfetamine, methylphenidate ext-rel, AZSTARYS</i> | ROZEREM | <i>solution, travoprost, ALPHAGAN P, BETOPTIC S, SIMBRINZA</i> |
| QVAR REDIHALER | PULMICORT FLEXHALER | RyClora | <i>doxepin, eszopiclone QL, ramelteon QL, zolpidem QL, zolpidem ext-rel QL, BELSOMRA ST, DAYVIGO ST, QUVIVIQ ST</i> |
| RAPAFLO | <i>alfuzosin ext-rel, doxazosin, silodosin, tamsulosin, terazosin</i> | SCARSILK PAD | <i>levocetirizine</i> |
| RAYOS | <i>dexamethasone, hydrocortisone, methylprednisolone, prednisolone solution (except prednisolone solution 10 mg/5 mL, 20 mg/5 mL), prednisone</i> | SEROQUEL XR | Talk to your doctor |
| RECEDO | Talk to your doctor | SILENOR | <i>aripiprazole, clozapine, lurasidone, olanzapine, quetiapine, quetiapine ext-rel, risperidone, ziprasidone, VRAYLAR</i> |
| RELION INSULIN | NOVOLIN INSULIN | SILVEX | <i>doxepin, eszopiclone QL, ramelteon QL, zolpidem QL, zolpidem ext-rel QL, BELSOMRA ST, DAYVIGO ST, QUVIVIQ ST</i> |
| RELISTOR | <i>lubiprostone PA, SYMPROIC</i> | SILTREX | Talk to your doctor |
| REVELA | <i>calcium acetate, sevelamer carbonate, AURYXIA</i> | SINGULAIR | Talk to your doctor |
| RETIN-A MICRO | <i>adapalene (except adapalene pad) PA2, benzoyl peroxide, clindamycin gel (except NDC 68682046275), clindamycin solution, clindamycin-benzoyl peroxide, dapsone, erythromycin solution, erythromycin-benzoyl peroxide, tretinoin PA2, AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI</i> | SORILUX | <i>montelukast, zafirlukast</i> |
| RHEUMATE | <i>generic multivitamins</i> | SPRIX | <i>calcipotriene ointment, calcipotriene solution, VTAMA, ZORYVE</i> |
| RHOPRESSA | <i>bimatoprost, brimonidine solution, brimonidine-timolol, brinzolamide, dorzolamide, dorzolamide-timolol, latanoprost, timolol maleate solution, travoprost, ALPHAGAN P, BETOPTIC S, SIMBRINZA</i> | SUBOXONE | <i>diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension)</i> |
| RIMSO-50 | Talk to your doctor | SUBSYS | <i>buprenorphine-naloxone sublingual QL, ZUBSOLV QL</i> |
| RIOMET | <i>metformin, metformin ext-rel (except generics for FORTAMET and GLUMETZA)</i> | sucrafate suspension | <i>fentanyl transmucosal lozenge PA</i> |
| ROCKLATAN | <i>bimatoprost, brimonidine solution, brimonidine-timolol, brinzolamide, dorzolamide, dorzolamide-timolol, latanoprost, timolol maleate</i> | sumatriptan-naproxen | <i>sucrafate tablet</i> |
| | | SUPREP | <i>diclofenac sodium, ibuprofen or naproxen (except naproxen CR or naproxen suspension) WITH eletriptan QL, naratriptan QL, rizatriptan QL, sumatriptan QL, zolmitriptan QL, NURTEC ODT ST, ONZETRA XSAIL QL, UBRELVY ST, or ZEMBRACE SYMTOUCH QL</i> |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|------------------------------|---|---|---|
| Sure Result DSS Premium Pack | diclofenac sodium, diclofenac sodium gel 1% QL , diclofenac sodium solution 1.5% PA , ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension) | TEGRETOL, TEGRETOL XR | VTAMA, ZORYVE carbamazepine, carbamazepine ext-rel, divalproex sodium, divalproex sodium ext-rel, gabapentin, lacosamide, lamotrigine, lamotrigine ext-rel, levetiracetam, levetiracetam ext-rel, oxcarbazepine, phenobarbital, phenytoin, phenytoin sodium extended, pregabalin, primidone, tiagabine, topiramate, valproic acid, zonisamide, APTIOM, FYCOMPA, OXTELLAR XR, TROKENDI XR, XCOPRI |
| SURE-TEST STRIPS AND KITS | ACCU-CHEK AVIVA PLUS STRIPS AND KITS, ACCU-CHEK GUIDE STRIPS AND KITS, ACCU-CHEK SMARTVIEW STRIPS AND KITS, ONETOUCH ULTRA STRIPS AND KITS, ONETOUCH VERIO STRIPS AND KITS | | |
| SYMBICORT | fluticasone-salmeterol (except certain NDCs), Wixela Inhub, BREO ELLIPTA (except certain NDCs) | TESTIM | testosterone gel (except authorized generics for TESTIM and VOGELXO) PA , testosterone solution PA , NATESTO PA |
| SYMJEPI | epinephrine (except NDCs 00093-XXXX-XX, 49502-XXXX-XX), AUVI-Q | testosterone gel 1% (authorized generics for TESTIM and VOGELXO only) | testosterone gel (except authorized generics for TESTIM and VOGELXO) PA , testosterone solution PA , NATESTO PA |
| SYNERDERM | desonide (except desonide gel) QL , hydrocortisone QL | | |
| TALIVA | generic multivitamins | | |
| Targadox | doxycycline hyclate 20 mg, doxycycline hyclate capsule, minocycline, tetracycline | THEO-24 | formoterol inhalation solution, ipratropium inhalation solution, SEREVENT, SPIRIVA, STRIVERDI RESPIMAT, YUPELRI |
| tavaborole | terbinafine tablet PA | | |
| TAYTULLA | ethinyl estradiol-drospirenone, ethinyl estradiol-drospirenone-levomefolate, ethinyl estradiol-levonorgestrel, ethinyl estradiol-levonorgestrel-iron, ethinyl estradiol-norethindrone acetate, ethinyl estradiol-norethindrone acetate-iron, ethinyl estradiol-norgestimate, LO LOESTRIN FE, NATAZIA | TIMOPTIC OCUDOSE TIROSINT TOBRADEX ST | timolol maleate solution, BETOPTIC S levothyroxine, SYNTHROID neomycin-polymyxin B-bacitracin-hydrocortisone, neomycin-polymyxin B-dexamethasone, tobramycin-dexamethasone, TOBRADEX OINTMENT |
| TAZORAC | adapalene (except adapalene pad) PA2 , benzoyl peroxide, clindamycin gel (except NDC 68682046275), clindamycin solution, clindamycin-benzoyl peroxide, dapsone, erythromycin solution, erythromycin-benzoyl peroxide, tretinoin PA2 , AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI; calcipotriene ointment, calcipotriene solution, | topiramate ext-rel capsule (generics for QUDEXY XR only) | carbamazepine, carbamazepine ext-rel, clobazam, clonazepam, divalproex sodium, divalproex sodium ext-rel, gabapentin, lacosamide, lamotrigine, lamotrigine ext-rel, levetiracetam, levetiracetam ext-rel, oxcarbazepine, phenobarbital, phenytoin, phenytoin sodium extended, pregabalin, primidone, rufinamide, tiagabine, topiramate, valproic acid, |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|---|--|---------------------------|--|
| | zonisamide, APTIOM, FYCOMPA, OXTELLAR XR, TROKENDI XR, XCOPRI | | hydrocortisone butyrate solution QL , mometasone QL , triamcinolone cream QL , triamcinolone lotion QL , triamcinolone ointment (except triamcinolone ointment 0.05%) QL |
| TOPROL-XL | acebutolol, atenolol, carvedilol, carvedilol phosphate ext-rel, metoprolol succinate ext-rel, metoprolol tartrate, nadolol, nebivolol, pindolol, propranolol, propranolol ext-rel | Trianex | hydrocortisone butyrate cream QL , hydrocortisone butyrate ointment QL , hydrocortisone butyrate solution QL , mometasone QL , triamcinolone cream QL , triamcinolone lotion QL , triamcinolone ointment (except triamcinolone ointment 0.05%) QL |
| Tovet | clobetasol cream QL , clobetasol foam (except clobetasol emollient foam) QL , clobetasol gel QL , clobetasol lotion QL , clobetasol ointment QL , halobetasol cream QL , halobetasol ointment QL | TRICOR | fenofibrate (except fenofibrate capsule 30 mg, 50 mg, 90 mg, 130 mg; fenofibrate tablet 40 mg, 120 mg), fenofibric acid delayed-rel |
| TOVIAZ | darifenacin ext-rel, fesoterodine ext-rel, oxybutynin ext-rel, solifenacin, tolterodine, tolterodine ext-rel, trospium, trospium ext-rel, GEMTESA | TRILEPTAL | carbamazepine, carbamazepine ext-rel, divalproex sodium, divalproex sodium ext-rel, gabapentin, lacosamide, lamotrigine, lamotrigine ext-rel, levetiracetam, levetiracetam ext-rel, oxcarbazepine, phenobarbital, phenytoin, phenytoin sodium extended, pregabalin, primidone, tiagabine, topiramate, valproic acid, zonisamide, APTIOM, FYCOMPA, OXTELLAR XR, TROKENDI XR, XCOPRI |
| TRADJENTA | saxagliptin, JANUVIA | | |
| tramadol (NDC 52817019610 only), tramadol ext-rel capsule | tramadol (except NDC 52817019610) QL , tramadol ext-rel tablet QL | | |
| TRANSDERM SCOP | meclizine, scopolamine transdermal | | |
| TRAVATAN Z | bimatoprost, latanoprost, travoprost | | |
| TREXIMET | diclofenac sodium, ibuprofen or naproxen (except naproxen CR or naproxen suspension) WITH eletriptan QL , naratriptan QL , rizatriptan QL , sumatriptan QL , zolmitriptan QL , NURTEC ODT ST , ONZETRA XSAIL QL , UBRELVY ST , or ZEMBRACE SYMTOUCH QL | TRI-VI-FLOR | generic multivitamins |
| | | TRIVIDIA INSULIN SYRINGES | BD ULTRAFINE INSULIN SYRINGES |
| | | TronVite | generic multivitamins |
| triamcinolone aerosol 0.2% | hydrocortisone butyrate cream QL , hydrocortisone butyrate ointment QL , hydrocortisone butyrate solution QL , mometasone QL , triamcinolone cream QL , triamcinolone lotion QL , triamcinolone ointment (except triamcinolone ointment 0.05%) QL | TRUETEST STRIPS AND KITS | ACCU-CHEK AVIVA PLUS STRIPS AND KITS, ACCU-CHEK GUIDE STRIPS AND KITS, ACCU-CHEK SMARTVIEW STRIPS AND KITS, ONETOUCH ULTRA STRIPS AND KITS, ONETOUCH VERIO STRIPS AND KITS |
| triamcinolone ointment 0.05% | hydrocortisone butyrate cream QL , hydrocortisone butyrate ointment QL | TRUETRACK STRIPS AND KITS | ACCU-CHEK AVIVA PLUS STRIPS AND KITS, ACCU-CHEK GUIDE STRIPS AND KITS, ACCU-CHEK SMARTVIEW STRIPS AND |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|--------------------------|--|---|---|
| | KITS, ONETOUCH ULTRA STRIPS AND KITS, ONETOUCH VERIO STRIPS AND KITS | | AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI |
| TUDORZA | SPIRIVA | <i>venlafaxine ext-rel tablet</i> (except 225 mg) | <i>desvenlafaxine ext-rel, duloxetine, venlafaxine, venlafaxine ext-rel capsule</i> |
| ULORIC | <i>allopurinol</i> | VENTOLIN HFA | <i>albuterol sulfate CFC-free aerosol</i> (except NDCs 00093317431, 66993001968), <i>levalbuterol tartrate CFC-free aerosol</i> |
| ULTIMED INSULIN SYRINGES | BD ULTRAFINE INSULIN SYRINGES | | |
| ULTIMED NEEDLES | BD ULTRAFINE NEEDLES | VEREGEN | <i>imiquimod</i> |
| ULTRAVATE | <i>clobetasol cream QL, clobetasol foam</i> (except <i>clobetasol emollient foam</i>) QL , <i>clobetasol gel QL, clobetasol lotion QL, clobetasol ointment QL, halobetasol cream QL, halobetasol ointment QL</i> | VIIBRYD | <i>citalopram, escitalopram, fluoxetine</i> (except <i>fluoxetine tablet 60 mg, fluoxetine tablet</i> [generics for SARAFEM]), <i>paroxetine HCl, paroxetine HCl ext-rel</i> (except NDC 60505367503), <i>sertraline, TRINTELLIX ST</i> |
| UROXATRAL | <i>alfuzosin ext-rel, doxazosin, silodosin, tamsulosin, terazosin</i> | VIMPAT | <i>carbamazepine, carbamazepine ext-rel, divalproex sodium, divalproex sodium ext-rel, gabapentin, lacosamide, lamotrigine, lamotrigine ext-rel, levetiracetam, levetiracetam ext-rel, oxcarbazepine, phenobarbital, phenytoin, phenytoin sodium extended, pregabalin, primidone, tiagabine, topiramate, valproic acid, zonisamide, APTIOM, FYCOMPA, OXTELLAR XR, TROKENDI XR, XCOPRI</i> |
| VALCYTE | <i>valganciclovir</i> | | |
| VALTREX | <i>acyclovir capsule, acyclovir tablet, valacyclovir</i> | | |
| Vanoxide-HC | <i>adapalene</i> (except <i>adapalene pad</i>) PA2 , <i>benzoyl peroxide, clindamycin gel</i> (except NDC 68682046275), <i>clindamycin solution, clindamycin-benzoyl peroxide, dapsons, erythromycin solution, erythromycin- benzoyl peroxide, tretinoin PA2, AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI</i> | VITAFOL-ONE | <i>generic prenatal vitamins</i> |
| VASCULERA | Talk to your doctor | <i>Vitasure</i> | <i>generic multivitamins</i> |
| VECTICAL | <i>calcipotriene ointment, calcipotriene solution, VTAMA, ZORYVE</i> | VIVELLE-DOT | <i>estradiol PA, DIVIGEL PA</i> |
| VELPHORO | <i>calcium acetate, sevelamer carbonate, AURYXIA</i> | VOGELXO | <i>testosterone gel</i> (except authorized generics for TESTIM and VOGELXO) PA , <i>testosterone solution PA, NATESTO PA</i> |
| VELTIN | <i>adapalene</i> (except <i>adapalene pad</i>) PA2 , <i>benzoyl peroxide, clindamycin gel</i> (except NDC 68682046275), <i>clindamycin solution, clindamycin-benzoyl peroxide, dapsons, erythromycin solution, erythromycin- benzoyl peroxide, tretinoin PA2,</i> | VYZULTA | <i>bimatoprost, latanoprost, travoprost</i> |
| | | WELLBUTRIN XL | <i>bupropion, bupropion ext-rel</i> (except <i>bupropion ext-rel tablet 450 mg</i>) |
| | | XANAX, XANAX XR | <i>alprazolam, clonazepam, diazepam, lorazepam, oxazepam</i> |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|--------------|--|---------------------|---|
| XENICAL | orlistat PA , QSYMIA PA , SAXENDA PA , WEGOVY PA | | hydrochlorothiazide, quinapril-hydrochlorothiazide |
| XOPENEX HFA | albuterol sulfate CFC-free aerosol (except NDCs 00093317431, 66993001968), levalbuterol tartrate CFC-free aerosol | ZETIA | ezetimibe |
| XTAMPZA ER | fentanyl transdermal QL , hydrocodone ext-rel QL , hydromorphone ext-rel QL , methadone QL , morphine ext-rel QL , oxycodone ext-rel QL | ZETONNA | azelastine-fluticasone, flunisolide, fluticasone, mometasone |
| XYZBAC | generic multivitamins | ZIANA | adapalene (except adapalene pad) PA2 , benzoyl peroxide, clindamycin gel (except NDC 68682046275), clindamycin solution, clindamycin-benzoyl peroxide, dapsone, erythromycin solution, erythromycin-benzoyl peroxide, tretinoin PA2 , AKLIEF, EPIDUO, ONEXTON, TWYNEO, WINLEVI |
| YASMIN | ethinyl estradiol-drospirenone, ethinyl estradiol-drospirenone-levomefolate, ethinyl estradiol-levonorgestrel, ethinyl estradiol-levonorgestrel-iron, ethinyl estradiol-norethindrone acetate, ethinyl estradiol-norethindrone acetate-iron, ethinyl estradiol-norgestimate, LO LOESTRIN FE, NATAZIA | Ziclopro | diclofenac sodium, diclofenac sodium gel 1% QL , diclofenac sodium solution 1.5% PA , ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension) |
| YAZ | ethinyl estradiol-drospirenone, ethinyl estradiol-drospirenone-levomefolate, ethinyl estradiol-levonorgestrel, ethinyl estradiol-levonorgestrel-iron, ethinyl estradiol-norethindrone acetate, ethinyl estradiol-norethindrone acetate-iron, ethinyl estradiol-norgestimate, LO LOESTRIN FE, NATAZIA | zileuton ext-rel | montelukast, zafirlukast |
| Yuvaferm | estradiol vaginal cream, IMVEXXY, VAGIFEM | ZIRGAN | trifluridine |
| ZALVIT | generic prenatal vitamins | ZOLOFT | citalopram, escitalopram, fluoxetine (except fluoxetine tablet 60 mg, fluoxetine tablet [generics for SARAFEM]), paroxetine HCl, paroxetine HCl ext-rel (except NDC 60505367503), sertraline, TRINTELLIX ST |
| ZEGERID | esomeprazole delayed-rel, lansoprazole delayed-rel capsule, omeprazole delayed-rel, pantoprazole delayed-rel tablet | zolpidem sublingual | doxepin, eszopiclone QL , ramelteon QL , zolpidem QL , zolpidem ext-rel QL , BELSOMRA ST , DAYVIGO ST , QUVIVIQ ST |
| ZELAC | Talk to your doctor | ZONEGRAN | carbamazepine, carbamazepine ext-rel, divalproex sodium, divalproex sodium ext-rel, gabapentin, lacosamide, lamotrigine, lamotrigine ext-rel, levetiracetam, levetiracetam ext-rel, oxcarbazepine, phenobarbital, phenytoin, phenytoin sodium extended, pregabalin, primidone, tiagabine, topiramate, valproic acid, zonisamide, APTIOM, FYCOMPA, |
| ZERVIAE | azelastine, bepotastine, cromolyn sodium, olopatadine | | |
| ZESTORETIC | fosinopril-hydrochlorothiazide, lisinopril- | | |

| DRUG NAME(S) | PREFERRED OPTION(S) | DRUG NAME(S) | PREFERRED OPTION(S) |
|--------------|--|--------------|---------------------|
| | OXTELLAR XR, TROKENDI XR, XCOPRI | | |
| ZONTIVITY | Talk to your doctor | | |
| ZORVOLEX | <i>diclofenac sodium, ibuprofen, meloxicam tablet, naproxen (except naproxen CR or naproxen suspension)</i> | | |
| ZYLET | <i>neomycin-polymyxin B-bacitracin-hydrocortisone, neomycin-polymyxin B-dexamethasone, tobramycin-dexamethasone, TOBRADEX OINTMENT</i> | | |

FOR YOUR INFORMATION: New-to-market products and new variations of products already in the marketplace will not be added to the formulary immediately. Each product will be evaluated for clinical appropriateness and cost-effectiveness. Recommended additions to the formulary will be presented to the CVS Caremark National Pharmacy and Therapeutics Committee (or other appropriate reviewing body) for review and approval. Listed products may be available generically in certain strengths or dosage forms. Dosage forms on this list will be consistent with the category and use where listed.

Formulary removals/drugs not included on the preferred options list may be covered by the plan when preferred options are not clinically appropriate. For more information, please sign in or register on [Caremark.com](https://www.caremark.com) and click Plan Summary on the Plan & Benefits menu.

Drug products are identified by unique numerical product identifiers, called National Drug Codes (NDC), which identify the manufacturer, strength, dosage form, formulation and package size.

Some listings do not include certain NDCs as noted above.

An ACCU-CHEK or ONETOUGH blood glucose meter may be provided at no charge by the manufacturer to those individuals currently using a meter other than ACCU-CHEK or ONETOUGH. For more information on how to obtain a blood glucose meter, call: 1-877-418-4746.

BD ULTRAFINE syringes and needles are the only preferred options.

ACCU-CHEK or ONETOUGH brand test strips are the only preferred options.

Generic multivitamins (except Activite, Dexifol, Folvite-D, Genicin Vita-S, HylaVite, Multipro, TronVite, Vitasure) are the only preferred options.

Generic prenatal vitamins are the only preferred options.

QVAR REDHALER and fluticasone HFA are covered for members 6 years of age and under.

This document contains references to brand-name prescription drugs that are trademarks or registered trademarks of pharmaceutical manufacturers. Listed products are for informational purposes only and are not intended to replace the clinical judgment of the prescriber. The document is subject to state-specific regulations and rules, including, but not limited to, those regarding generic substitution, controlled substance schedules, preference for brands and mandatory generics whenever applicable.

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Combined ABC Conference Call Notes
Higher Education, Local Education, Local Government and State
March 12, 2024

Communications

• **Materials and Communications Updates**

- **ABC Update Process and Survey:** Last June, we implemented a new ABC email process. Now all ABCs receive an automated email message each Friday, which gives you a direct link to the ABC webpage. On the ABC webpage, you can click the red button at the top of the page, **Weekly ABC Update**, and download the weekly ABC message (it's a Word doc) as well as any PDFs that are applicable to your plan.
 - As a part of our review of this new process and the change in the ABC call schedule, we're going to send out a very brief survey at the end of this month.
 - If you're not receiving the regular automated Friday ABC update email, please send us an email to benefits.info@tn.gov, and we'll make sure you're correctly listed in the ABC directory.

- **Cigna and Covenant Health System in East Tennessee Reach Agreement:** On March 7, the following information was shared in an email to ABCs. You're welcome to share with your impacted members. Benefits Administration also sent an email to enrolled Cigna members for whom we have accurate email addresses.

In October 2023, some Partners for Health members received letters informing them that Covenant Health System and Cigna were in negotiations. **Covenant Health System and Cigna have reached an agreement**, which means the following facilities will remain in the Cigna LocalPlus and Cigna Open Access Plus networks.

- Claiborne Medical Center, Tazewell
- Cumberland Medical Center, Crossville
- Fort Loudon Medical Center, Lenoir City
- Fort Sanders Regional Medical Center, Knoxville
- LeConte Medical Center, Sevierville
- Methodist Medical Center, Oak Ridge
- Morristown-Hamblen Healthcare System, Morristown
- Parkwest Medical Center, Knoxville
- Roane Medical Center, Harriman

Members who received initial letters will receive follow-up letters letting them know that these facilities will remain in network.

Should you have questions, you can call Cigna at 800.997.1617 anytime or visit cigna.com/stateoftn.

Partners for Health posts carrier network announcements online at <https://www.tn.gov/partnersforhealth/health-options/carrier-network/network-updates.html>.

- **Sharecare Member Giveaway Update:** We wanted to give you an update on the recent prize winners for members who were the first to complete the RealAge® test in the Sharecare platform.
 - Out of 250 members receiving wellness program prizes, we have totals for these groups:
 - 160 state and higher education heads of contract/28 spouses
 - 62 local education and local government members
 As a reminder, you can go to the Sharecare splash page, under Engagement Materials here sharecare.com/tnwellness/engagement-materials/ to find the Marketing Playbook for state/higher education or local education/local government. In the marketing playbook, there is a page that lists the remaining 2024 giveaways.
- **Member Materials:** During last month's ABC conference calls, we had a question about where members can find marketing materials they are receiving from our vendors. Here is more information for employees eligible for Emotional Wellbeing Solutions services and members enrolled in medical coverage:
 - **Optum Behavioral Health and Emotional Wellbeing Solutions:** The [Here4TN Toolkit](#) is found on the EWS webpage. Flyers in this toolkit have been updated to reflect the updated EWS program and services, which was formerly called EAP.
 - **Cigna:** There is a webpage found on the Cigna splash page specifically for ABCs which includes the current flyers for Cigna's programs: <https://stateoftn.cigna.com/agency-benefits-coordinators>
 - **BlueCross BlueShield:** Information about member programs and services are found on the BCBST splash page: bcbst.com/members/tn_state/
- **State Offices and BA Service Center Closed Friday, March 29 for Good Friday.**
- **Local Ed/Local Gov: Important Health Savings Account Information:** This information was shared in a recent ABC Friday Update. Local education and local government ABCs should **never** go into the Optum Financial client portal and open health savings accounts for employees. HSAs are legally only available to plan members enrolled in a qualifying high deductible health plan, which is our Local Consumer-driven Health Plan. They are not available to those in our other plans, nor should anyone be enrolled in one if they have a PPO health plan through the State Group Insurance Program. When a plan member enrolls in the Local CDHP, Benefits Administration automatically sends that enrollment over to Optum Financial, who then works to open an HSA for your employee.
- **Webinar has occurred. State: 4Mind4Body Webinar – Overcoming Debt and Achieving Financial Freedom, Wednesday, March 13, starting at 11:30 a.m. CT.**
 - Presented by Optum Health and My Secure Advantage®, join Partners for Health for the Overcoming Debt and Achieving Financial Freedom webinar, Wednesday, March 13, from 11:30 a.m. to 12:30 p.m. CT.

Debt is one of the biggest obstacles keeping people from reaching their financial goals. This event will encourage you to prioritize debt management and provide options for getting started. We'll review specific debt-reduction strategies and how to write and

follow SMART goals. We hope you leave this event motivated and more confident about reducing your debt.

Preregistration is required. Session will be recorded and made available after the session.

- Last month's webinar, **How to Simplify Your Life**, is available on the Partners for Health YouTube page. Click here to watch: <https://youtu.be/vuYZiZ1jUxU>
- **Local Gov: New Agency Announcement.** Jessica Southern, BA's agency outreach director, announced that a new agency, Lincoln County Board of Utility, joined the local government plan.

Presentations

- **Sharecare:** Ginger Maloy, Sharecare's senior account manager, went over coaching and guided programs available to all employees, spouses, adult dependents and retirees who are enrolled in medical insurance with Partners for Health. You can go to the Sharecare splash page for more information: <https://www.sharecare.com/tnwellness/>
- **HIPAA Training:** Chanda Rainey, BA's director of HIPAA compliance, went over required HIPAA training.
 - The 2024 HIPAA annual classes are open. You can take the class now! There is no need to wait for the assigned month. You must complete the training by the last day of your assigned training month. Our training for local government and local education now includes a review of the Memorandum of Understanding. This year, we have registered everyone for the class. You will locate the class in Edison under My Learning. If you were not registered, please sign up for the class using the instructions that follow.
 - The Health Insurance Portability and Accountability Act of 1996, known as HIPAA, is a federal law that protects the privacy and confidentiality of protected health information. Protected health information, known as PHI, is individually identifiable health information held or maintained by Benefits Administration or our business associates who act on our behalf that is transmitted or maintained in any form or medium. As an ABC, you and your agency are our business associates. The law requires all covered entities and business associates to be trained in HIPAA policies and procedures. All ABCs, backup ABCs and directors with access to Edison must complete the annual training. The HIPAA training exemplifies Benefits Administration's commitment to educating and promoting a culture that encourages ethical conduct and compliance with state and federal laws.
 - Our training is online in Edison. Each agency is assigned a month to have training completed. You can take the training now without worrying about the completion date.
 - ABCs, backups and directors must complete the annual HIPAA training every calendar year. You must complete the training by the last day of your assigned month. Failure to comply with mandatory training requirements may suspend insurance benefits access.

Training requirements will not be waived unless the BA HIPAA compliance officer approves.

Local government and local education will take **LG_LE_HIPAA_2024**

State and higher education will take **State_HE_HIPAA_2024**

- Here is the navigation after you log in to Edison at www.edison.tn.gov:
NAV BAR >Navigator > ELM > Learning Home > Search for Learning type HIPAA > Annual HIPAA Training (HIPAA 2000) > LG_LE HIPAA_2024 or State_HE_HIPAA_2024.
- **Training completion schedule:**
 - Local education – April 30
 - Higher education – May 31
 - Local government – June 30
 - State – June 30

Operations

- **ABC Resources:** Rachel Craft, BA's education and outreach specialist, shared the following resources for ABCs.
 - Education and Outreach and ABC Resources
 - Thank you to Focus Group participants!
 - The ABC webpage and trainings listed
 - 2024 ABC Guide
 - 2024 Summer Training – videos from last year on YouTube
 - New Look to ELM and how to find training
 - 2024 ABC Training is ready for new ABCs and can be taken to refresh for anyone!
 - How to find the 2024 Benefits Orientation
 - Edison How-To Series & YouTube
- **Higher Ed, Local Ed, Local Gov: Upcoming ABC Webinars:** Tameka Allen, BA's program director over the active service center, and Paula Vetter, BA Insurance Benefits Manager, shared information about upcoming webinars for ABCs.
 - The active service center training team will be offering two refresher webinars next month.
 - On April 22 and 23, we'll host a refresher training on eHire forms and eBenefit forms. This training will review how to create forms but most importantly how to respond to eHire forms that are routing to you as the terminating agency.
 - We listened and heard you in our most recent focus group meeting. Our team will also offer a termination refresher on April 29 and 30 at the times shown on the screen. The times are Central time.
 - **eHire/eBenefit Refresher Training**
 - April 22 – 9 to 11 a.m. CT
 - April 23 – 1 to 3 p.m. CT
 - **Termination Refresher Training**
 - April 29 – 9 to 11 a.m. CT
 - April 30 – 1 to 3 p.m. CT

- **Here is the Formstack registration link:**
https://stateoftennessee.formstack.com/forms/eform_and_termination_training
 - **State: Clarification about Benefit SQE eForm:** State employees should not be using the new Benefit SQE eform as it is not working correctly. BA is working on hiding the link for state employees.
-

HIGHER EDUCATION QUESTIONS

Higher Ed: For the weight management (program), can a counselor/representative facilitate a group informational either live or via Zoom? Right after COVID, our department had an EAP person come in and talk about what is available. Is there something similar from Sharecare?

- **Answer:** Yes, Sharecare does have a catalog of webinars we can offer. We can follow-up with you.

Higher Ed: Are new employees set up in Edison required to take HIPAA training at onset?

- **Answer:** New ABCs have 30 days to take the training. If ABCs started in January and they took it within 30 days of their hire date, they wouldn't need to take it again. You only need to take it one time per calendar year.

Higher Ed: The training for scheduling reports and where to find those previously scheduled, are they no longer running?

- **Answer:** We'll have a trainer reach out to you.

Higher Ed: Once the new Edison came about, your already scheduled premiums due report is no longer running because I didn't get mine either. Did all that get wiped out?

- **Answer:** Is this the one emailed to you once a month?
- **Follow up:** Yes.
- **Answer:** Those reports did run, so let me find out why you didn't get it. Someone will get back to you.
- **Here is the report navigation:** Click on the tile that looks like a waffle under the navigation bar. Look in the Other Applications section. Click on Report Manager. On the left-hand side of the screen, click on the plus sign beside the folder called General. In the drop down list, You will see your report listed as: TN PREM DUE/COLLECT APP DEDUCT - 2023-03-06 (whichever date the report ran will display here) . Click on the report. Then click on the middle link in the list of reports that ends with .PDF to retrieve your report. Your report will open in a new window.

Higher Ed: I am confused why coverage level Family to EE + Spouse did not drop in the month it was to drop?

- **Answer:** We believe you have submitted a Zendesk ticket about this, and we'll make sure the billing team responds to you.

Higher Ed: Does the state offer discounted childcare benefits? I don't know if that's on PerkSpot or anything?

- **Answer:** No, we don't offer childcare assistance or discounts, but higher education and state employees can enroll in the dependent care FSA during the Annual Enrollment period each fall (or during the plan year if they have a qualifying life event, like a new baby). This will allow them to contribute up to \$2,500/\$5,000 into a DC-FSA to pay for childcare. Optum Here4TN may be able to assist in finding resources in the employee's area. The resources are not necessarily discounted, but Here4TN may be able to find something.

Higher Ed: When can we expect the employee's statement to populate employee elections information? This is when we review the statement when new employees make their elections.

- **Answer:** We're aware of this, and it is a production issue Edison is working on. For now, ABCs can run a query to view the employee's elections from ESS:
TN_BA133_AUD_ESS_AFTER_OCT_20. Or you can use the query
TN_BA376_NEW_HIRE_ELECTIONS if you plan to review more than one employee at a time.

LOCAL EDUCATION QUESTIONS

Local Education: Is there a cost to participate in the Sharecare program?

- **Answer:** There is no cost to participate with Sharecare.

Local Education: How can we tell if we have already taken the 2024 HIPAA training?

- **Answer:** It will be listed under MyLearning, and it will show completed for 2024.

Local Education: Has the new ABC training been updated to include the Edison updates?

- **Answer:** The ABC training doesn't have the new Edison screenshots, but we are always updating materials. We are currently updating the Edison how to videos.

Local Education: I have another job and will be leaving my position as ABC on March 29. They should have my replacement by the end of this week. I will let them know about all the training. What else do I need to do for them before I leave?

- **Answer:** Before you leave, the most important thing is sending in the ABC Edison Benefits User Security Authorization Form to get the new ABC registered. Let the new ABC know so we can start their training and get them registered for all the ABC access. We'll have a trainer reach out to you for a smooth transition.

LOCAL GOVERNMENT QUESTIONS

Local Government: Does BA also automatically remove employees in Optum once the employee has been terminated and Local CDHP coverage has ended?

- **Answer:** Once an employee termination or enrollment termination comes over in a file, we do terminate that from the CDHP plan as well. It doesn't necessarily mean the employee has closed the health savings account associated with the CDHP as that is the responsibility of the employee. It's not the responsibility of the state of Tennessee plan.

Local Government: If someone is retiring on 4/30, should their term date be 3/31 in Edison?

- **Answer:** If the active coverage will end 4/30/2024, then yes, you will use an effective term date in Edison of 3/31/2024.

Local Government: What is the form to remove an employee as an ABC?

- **Answer:** You'll use the Edison Benefits User Security Authorization Form: https://www.tn.gov/content/dam/tn/finance/fa-benefits/documents/abc_edison_user_form_he_le_lg.pdf

Local Government: Is there an additional cost after a certain time with the Sharecare plan? I was signing up and noticed it indicated free for the first weeks. I think it was the eat right plan.

- **Answer:** There is no cost for Sharecare for members enrolled in the health plan.

Local Government: I have several employees who have left and are terminated in Edison but are still in Optum. Is that because there is a balance in the account? **Similar question:** I have the same follow up question about Optum. We still see termed employees in Optum and are not sure if we're supposed to change their status manually or leave it alone as it might close their account and affect them accessing leftover funds.

- **Answer:** Status of enrollment will not impact a member's access to funds. If an account still shows in Edison, it is because an account is still open. There shouldn't be any edits to status that are done in Edison. Only the account holder can close the health savings account.

Local Government: I know it is early, but do we know anything about 2025 premium estimates for budgeting purposes?

- **Answer:** We don't know anything yet, but as soon as we do, we will let you know.

Local Government: Where can I go and find discounts to gym memberships for our staff?

- **Answer:** If they're enrolled in health coverage, there are discounts with BlueCross BlueShield and Cigna for gym programs, and members can go to their splash pages to find information. We also have information posted on the Partners for Health website here: <https://www.tn.gov/content/tn/partnersforhealth/other-benefits/wellness-program/fitness-center-discount-program.html>

STATE QUESTIONS

State: When the special qualifying event form is working, employees can fill it out and it automatically sends to you (BA)?

- **Answer:** When we get it working correctly, yes, employees will be able to complete the special qualifying event form themselves and send it directly to us.
- **Follow-up question:** How will the ABC fill out their portion?
- **Answer:** Since this is an SQE form, there isn't an ABC portion to fill out. We'll let you know on the back end. State employees can't submit an enrollment application without an ABC.

Friday, March 8, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 03.08.24](#) (Word doc)
- [ALL PLANS – March 12 ABC Conference Call Agenda](#)
- [STATE ONLY – 4Mind4Body March 13 Overcoming Debt Flyer](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.

ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

ABC Conference Call

The next ABC conference calls are **Tuesday, March 12.**

- **Higher Ed: 8:30 – 9 a.m. CT**
- **Local Ed: 9:30 – 10 a.m. CT**
- **Local Government: 10:30 – 11 a.m. CT**
- **State: 11:30 a.m. – 12 p.m. CT**

Use the WebEx login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

Cigna and Covenant Health System in East Tennessee Reach Agreement

On March 7, the following information was shared in an email sent to ABCs. You're welcome to share with your impacted members. Benefits Administration will also send an email to enrolled members for whom we have accurate email addresses.

In October 2023, some Partners for Health members received letters informing them that Covenant Health System and Cigna were in negotiations. **Covenant Health System and Cigna**

have reached an agreement, which means the following facilities will remain in the Cigna LocalPlus and Cigna Open Access Plus networks.

- Claiborne Medical Center, Tazewell
- Cumberland Medical Center, Crossville
- Fort Loudon Medical Center, Lenoir City
- Fort Sanders Regional Medical Center, Knoxville
- LeConte Medical Center, Sevierville
- Methodist Medical Center, Oak Ridge
- Morristown-Hamblen Healthcare System, Morristown
- Parkwest Medical Center, Knoxville
- Roane Medical Center, Harriman

Members who received initial letters will receive follow-up letters letting them know that these facilities will remain in network.

Should you have questions, you can call Cigna at 800.997.1617 anytime or visit cigna.com/stateoftn.

Partners for Health posts carrier network announcements online at <https://www.tn.gov/partnersforhealth/health-options/carrier-network/network-updates.html>.

Service Center Metrics

The service center metrics and customer service rating for February 2024 are below:

- Tickets via Email: 1,103
- Tickets via Self-Service: 2,772
- Tickets via Phone: 4,232
- Tickets via Chat: 211
- Total: 8,318
- Satisfaction Score: 97.8%

End of all plans message

CENTRAL STATE

For Members (central state)

4Mind4Body Webinar – Overcoming Debt and Achieving Financial Freedom

Email/subject line: Join Partners for Health for the Overcoming Debt and Achieving Financial Freedom webinar, March 13, 11:30 a.m. CT

Presented by Optum Health and My Secure Advantage®, join Partners for Health for the Overcoming Debt and Achieving Financial Freedom webinar, Wednesday, March 13, from 11:30 a.m. to 12:30 p.m. CT.

Debt is one of the biggest obstacles keeping people from reaching their financial goals. This event will encourage you to prioritize debt management and provide options for getting started. We'll review specific debt-reduction strategies and how to write and follow SMART goals. We hope you leave this event motivated and more confident about reducing your debt.

Preregistration is required. Session will be recorded and made available after the session.

Click here to register:

<https://mysecureadvantage.webex.com/weblink/register/re938c625c396c2ac9fa2a982abc4c110>

Last month's webinar, **How to Simplify Your Life**, is available on the Partners for Health YouTube page. Click here to watch: <https://youtu.be/vuYZjZ1jUxU>

For ABCs (central state)

4Mind4Body Webinar – Overcoming Debt and Achieving Financial Freedom

We've included a message above and posted a flyer you can share with employees about the upcoming 4Mind4Body webinar, Overcoming Debt and Achieving Financial Freedom, presented by Optum Health and My Secure Advantage®. The webinar will take place Wednesday, March 13, starting at 11:30 a.m. CT. The link to last month's recorded webinar, How to Simplify Your Life, is also included.

End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

We don't have any messages specific to higher education ABCs.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specific to state offline agency ABCs.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs.

End of local gov message

My Secure Advantage[®]

FINANCIAL WELLNESS EVENT



Wednesday,
March 13th

My Secure Advantage[®] (MSA) is your financial benefit through your EAP. No gimmicks, no hidden agenda. We're real people with a real passion for helping you achieve your financial goals. Join us for our educational event!

Overcoming Debt & Achieving Financial Freedom

Time: 11:30 am to 12:30 pm CT

Speaker: Vivian Perez

Register: [\[LINK\]](#)

Debt is one of the biggest obstacles keeping people from reaching their financial goals. This event will encourage you to prioritize debt management and provide options for getting started. We'll review specific debt reduction strategies and how to write and follow SMART goals. We hope you leave this event motivated and more confident about reducing your debt.



Register, even if you cannot attend, to receive a recording of the webinar.

This content is for informational purposes only and does not guarantee eligibility for the program or its services.

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Presented by your Employee Assistance Program, offered through OPTUM EAP 1-855-Here4TN

ABC Conference Calls – March 12, 2024

Higher Ed: 8:30 a.m. CT

Local Ed: 9:30 a.m. CT

Local Gov: 10:30 a.m. CT

State: 11:30 a.m. CT

Webinar presentation is included during the conference call.

To join the ABC conference call - [click on the link:](#)

<https://tn.webex.com/meet/joan.williams>

- You will see **Joan Williams's Personal Room**.

If you don't have WebEx installed on your computer, you can run a temporary application.

- **It may ask you to join from your browser or download the WebEx meetings app.**
- Enter your name and email address. Then click **Join Meeting**.
- **You may see a pop-up asking you to choose your phone and video connections, or it will automatically connect your audio and video based on your prior settings.**
- You may see a preview screen with microphone and video button symbols (buttons on the bottom of the screen). **Please turn off/mute your video option/button.**
- **You can click on the down arrow to change your audio option:**
 - **Call me** (recommended - enter the number you want to system to call)
 - **Use your computer for audio (if you have a headset)**
 - You can select your speaker and microphone settings
 - **Call in** (gives you the phone number to call)
- **Chat is on the bottom right.**

If you are only calling in to listen and not using a computer, please use the following phone number and access code: +1-415-655-0001 US TOLL. Access code: 160 068 7633

Agenda

Communications

- **Materials and Communications**
 - **Updates**
 - **State:** 4Mind4Body Webinar – Overcoming Debt and Achieving Financial Freedom, Wednesday, March 13, starting at 11:30 a.m. CT
 - **State Offices and BA Service Center Closed Friday, March 29**
- **Local Gov:** New Agency Announcement

Presentations

- **Sharecare**
- **HIPAA Training**

Operations

- **ABC Resources**
- **Higher Ed, Local Ed, Local Gov:** Upcoming ABC Webinars
- **State:** Clarification about Benefit SQE eForm

Questions

Friday, March 1, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 03.01.24](#) (Word doc)
- [STATE ONLY – 4Mind4Body March 13 Overcoming Debt Flyer](#)
- [HIGHER ED, STOLA, LOCAL ED, LOCAL GOV – New Look User Edison Guide](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.
ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

Edison System Upgrade

On March 4, 2024, the Edison system will be upgraded. This will require an outage of the system from Friday, March 1, 2024, at 5 p.m. CT through Monday, March 4, 2024, at 7 a.m. CT. All users will be locked out of Edison beginning on Friday, March 1, 2024, at 5 p.m. CT.

As always, clearing your cache/browsing history from your browser can correct many issues within Edison. Below is a guide that will walk you through this process.

www.edison.tn.gov/EHD/CacheCookies.pdf

End of all plans message

CENTRAL STATE

For Members (central state)

4Mind4Body Webinar – Overcoming Debt and Achieving Financial Freedom

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<https://mysecureadvantage.webex.com/weblink/register/re938c625c396c2ac9fa2a982abc4c110>

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For ABCs (central state)

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End of state message

STATE HIGHER EDUCATION

For ABCs (state higher ed)

New Edison Changes and Updates

Following the Edison March 4 upgrade, you'll see some changes in Edison as mentioned last week. With today's Friday ABC update, we've **posted a New Edison Changes and Upgrades document** that walks you through some changes with helpful visuals. You're welcome to share this document with your employees as needed.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

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End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

Important Health Savings Account Information

Local education ABCs should **never** go into the Optum Financial client portal and open health savings accounts for employees. HSAs are legally only available to plan members enrolled in a qualifying high deductible health plan, which is our Local Consumer-driven Health Plan. They are not available to those in our other plans, nor should anyone be enrolled in one if they have a PPO health plan through the State Group Insurance Program. When a plan member enrolls in the Local CDHP, Benefits Administration automatically sends that enrollment over to Optum Financial, who then works to open an HSA for your employee.

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Following the Edison March 4 upgrade, you'll see some changes in Edison as mentioned last week. With today's Friday ABC update, we've **posted a New Edison Changes and Upgrades document** that walks you through some changes with helpful visuals. You're welcome to share this document with your employees as needed.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

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End of local gov message

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FINANCIAL WELLNESS EVENT



Wednesday,
March 13th

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Time: 11:30 am to 12:30 pm CT

Speaker: Vivian Perez

Register: [\[LINK\]](#)

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State of Tennessee



New Edison Changes and Updates

**State of Tennessee
Edison**

February 26, 2024

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| New Edison Home Page | 3 |
| Quick Links | 4 |
| Alerts Banner | 4 |
| Global Worklist | 4 |
| User Profile Page | 5 |
| Help | 5 |

New Edison Guest Page

This is the new Edison Guest Page. All the login buttons and login processes will remain the same.

The screenshot displays the TN Edison website interface. At the top left is the TN Edison logo. The main content area is divided into several sections:

- Edison Help Desk:** 1-866-376-0104 or 615-741-HELP (4357). Hours of Operation: 7:00 a.m. to 4:30 p.m. CST Monday through Friday (except holidays).
- Payroll Call Center:** Questions about your paycheck, your bank account information, direct deposit, lost or stolen checks, taxes & deductions, or your W-2 form contact the Payroll Call Center at: 1-877-944-3873 or 615-741-PAID (7243).
- DOHR Service Center:** Questions about Leave, Performance Management, or Policies & Procedures. Monday - Friday, 8:00am - 4:30pm CT. Phone: 615-741-4841. Email: HRS.ServiceCenter@tn.gov. Website and Web Chat: hrsupport.tn.gov.
- Employee Portal Login:** A red button.
- Benefits Enrollment:** A green button.
- Supplier Portal Home Page:** A dark blue button.
- Retrieve Access ID:** A dark blue button.
- First Time Login / New Hire:** A dark blue button.
- External Learners:** A dark blue button.
- PARTNERS FOR HEALTH:** Questions about your benefits contact the Benefits Administration Service Center at: 1-800-253-9981 or 615-741-3890 or visit [TN Partners for Health Website Benefits Support](#).
- STS Customer Care Center:** Questions about Outlook, Active Directory, 3270 passwords, STS network issues, STS server issues, telephone issues, or hardware issues (copiers, fax machines, scanners) contact the STS Customer Care Center at: 1-800-342-3274 or 615-741-1001. [STS Customer Care Center Website](#).
- Maintenance/Special Notices:** No articles currently available. [View All Articles and Sections](#).

At the bottom, there is a disclaimer: "This system may contain Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of state and federal laws including, but not limited to Title 18, United States Code, Section 1030, and may subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213(a), 7213A (the Taxpayer Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel."

New Edison Home Page

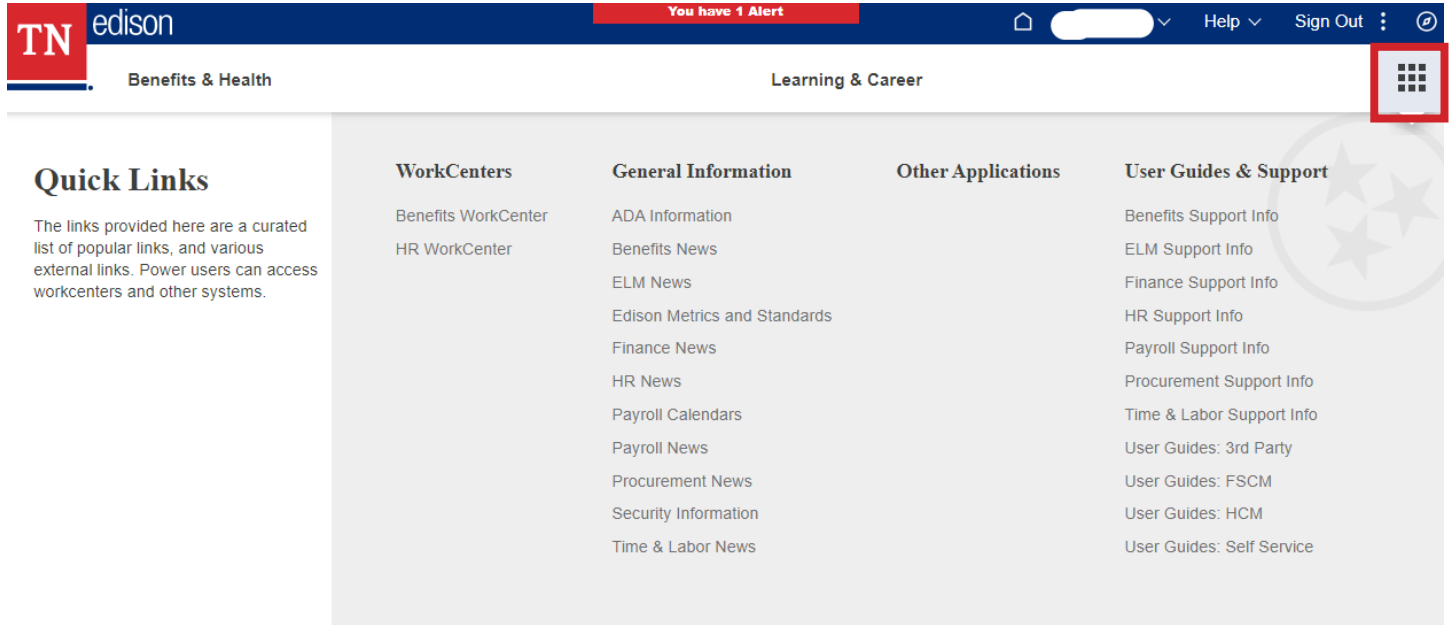
This is the new Edison Home Page. There are many new features and options on the page. These new features include, **TN Logo**, **Alerts Banner**, **Help** section, new **Sign Out** option, an updated **menu**, **Quick Links** and **Global Worklist** section.

The screenshot shows the Edison Home Page interface. At the top left is the **TN edison** logo (1). A red banner in the top right says **You have 1 Alert** (2). To the right of the banner are **Help** (3) and **Sign Out** (4) links. Below the banner is a navigation menu with **Benefits & Health** (5) and **Learning & Career** (6) options, and a grid icon (6). The main content area features a large banner for **New Edison Features and Changes** with a **READ MORE** button. To the right is a **Global Worklist** section (7) with filters for **HR 1**, **Learning 0**, and **Finance 0**. Below the filters, it shows **HR Items** with one item: **TN NP New Hire - NPHIRE**. At the bottom of the worklist are **UPDATE** and **Last Updated: Now** buttons. Below the main banner are two cards: **Benefits & Health** and **Learning & Career**.

1. **TN Icon:** Click to return to the Home page. Same functionality as the existing Home Icon.
2. **Alerts Banner:** Click to see Edison Notifications.
3. **Help:** Click to view Edison Help Desk cases you have submitted or log a new Edison Help Desk case.
4. **Sign Out:** Click to log out of Edison.
5. **Menu:** Click to view individual panels with common links related to Benefits & Health, Learning & Career.
6. **Quick Links:** Click to view frequently used navigations within Edison such as WorkCenters, Module Specific Support Info, and Edison Security Forms.
7. **Global Worklist:** Collection of any transactions that require attention/approval.

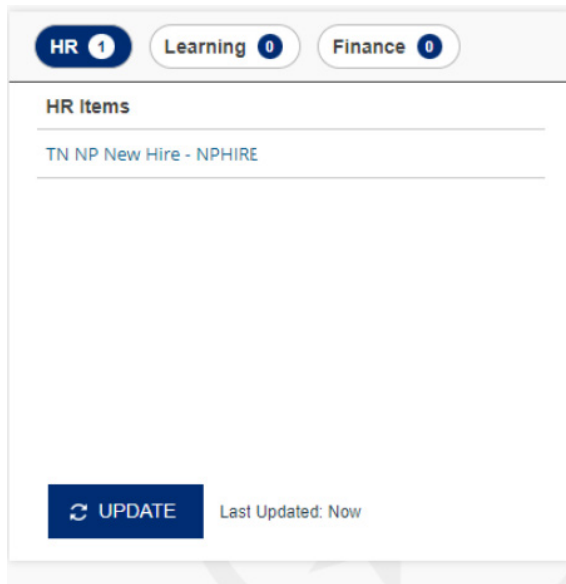
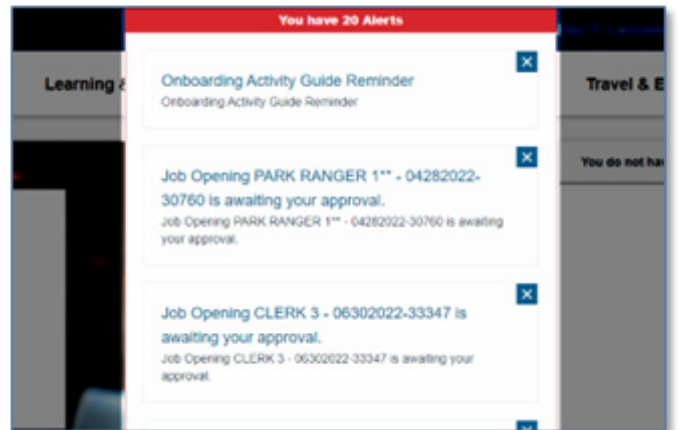
Quick Links

This is the new Edison Quick Links section. This section contains commonly used links in Edison such as Support info for various Edison Modules (i.e. Benefits Support Info and ELM Support Info). There are WorkCenters that will appear as users have access to them. The more your access allows in Edison, the more you will see.



Alerts Banner

The **Alerts Banner** will display important notifications from outages to process completion statuses.



Global Worklist

All your worklist items display centrally in the new **Global Worklist**. This includes various Worklist items from HR, Learning, and/or others depending on your level of access within Edison.

User Profile Page

This is the new **Edison Personal Information Page**. You can get to this page by simply clicking your name located in the header at the top of the page.

The screenshot shows the Edison User Profile Page. The top navigation bar includes the Edison logo, a notification for 'You have 1 Alert', and links for Home, Help, and Sign Out. Below the navigation bar are tabs for 'Benefits & Health' and 'Learning & Career'. The main content area is divided into several sections:

- Name & Job Details:** Includes fields for Job Title (Insurance Participant), Employee ID, Manager, Location (Davidson County), Business Unit, and Department.
- Phone:** Includes a field for Home Phone with an edit icon.
- Email:** Includes fields for Business Email and Primary Email, both with edit icons.
- Addresses:** Includes a field for Home Address with an edit icon.
- Emergency Contacts:** Includes a field for Emergency Contacts with an edit icon.
- Forgot Password Email:** Includes a field for Forgot Password Email (No data available) with an edit icon.
- Sensitive Information:** Includes fields for Original Start Date, Marital Status, Birth Date, Veteran Status (Not indicated), Gender, Citizenship (Not indicated), Ethnic Group (Not indicated), and Disability Information (Not indicated).

On the right side, there is a 'Profile' sidebar with links for My Preferences, My System Profile, Change My Password, and Change Forgot Password Email.

Information you can update:

Primary Email, Home Email, Work Email, Business Email, Forgot Password Email

Business Phone, Mobile Phone

Home Address, Work Address, Mailing Address

Emergency Contacts

Change Your Password

Help

The Help drop-down allows you to enter a case to the Edison Help Desk via the CRM Create a Case process. It also allows you to view all open cases that you may have.

The screenshot shows the Edison Help Desk interface. The top navigation bar includes the Edison logo, a user profile for 'Edison User', and a 'Help' dropdown menu. Below the navigation bar is a section for 'Have questions, ask Eda!' with a chat icon. The main content area is titled 'My Cases' and includes a 'View All' link. Below this, there is a list of cases:

- #297067: Description of Case: Employee needing Access to Time and Labor
- #349923: Description of Case: Location Rates Needed
- #349963: Description of Case: Timesheet Missing

At the bottom of the list, there is a prominent blue button labeled 'CREATE EDISON CASE' and a link for 'Visit Help Desk Central'.

Friday, Feb. 23, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 02.23.24](#) (Word doc)
- [STATE ONLY – FSA Acknowledgement for 2024 Enrollment](#)
- [STATE ONLY – 4Mind4Body March 13 Overcoming Debt Flyer](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.

ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

EyeMed Adding Multi-factor Authentication Process

Starting Feb. 25, every time a member enrolled in vision coverage logs on to the EyeMed Member Web or the microsite, he/she will be prompted to verify their identity through multi-factor authentication. The process is seamless. No prior set-up is required, and there will be no service interruption. As part of this process, verification tokens will be sent via text or email. Members will see information about this change to the process when they log in to their accounts.

End of all plans message

CENTRAL STATE

For Members (central state)

4Mind4Body Webinar – Overcoming Debt and Achieving Financial Freedom

Email/subject line: Join Partners for Health for the Overcoming Debt and Achieving Financial Freedom webinar, March 13, 11:30 a.m. CT

Presented by Optum Health and My Secure Advantage®, join Partners for Health for the Overcoming Debt and Achieving Financial Freedom webinar, Wednesday, March 13, from 11:30 a.m. to 12:30 p.m. CT.

Debt is one of the biggest obstacles keeping people from reaching their financial goals. This event will encourage you to prioritize debt management and provide options for getting started. We'll review specific debt-reduction strategies and how to write and follow SMART goals. We hope you leave this event motivated and more confident about reducing your debt.

Preregistration is required. Session will be recorded and made available after the session.

Click here to register:

<https://mysecureadvantage.webex.com/weblink/register/re938c625c396c2ac9fa2a982abc4c110>

Last month's webinar, **How to Simplify Your Life**, is available on the Partners for Health YouTube page. Click here to watch: <https://youtu.be/vuYZjZ1jUxU>

For ABCs (central state)

Dependent Care Flexible Benefits Letters

This week, 30 letters are being mailed to members enrolled in dependent care flexible spending accounts letting them know we're adjusting their contribution amounts based on non-discrimination testing that was just completed. When members enrolled in 2024 FSAs during Annual Enrollment, they agreed that as highly compensated employees, their contributions could be reduced to comply with federal law. A copy of the FSA enrollment information is posted with today's Friday update.

4Mind4Body Webinar – Overcoming Debt and Achieving Financial Freedom

We've included a message above and posted a flyer you can share with employees about the upcoming 4Mind4Body webinar, Overcoming Debt and Achieving Financial Freedom, presented by Optum Health and My Secure Advantage®. The webinar will take place Wednesday, March 13, starting at 11:30 a.m. CT. The link to last month's recorded webinar, How to Simplify Your Life, is also included.

End of state message

STATE HIGHER EDUCATION

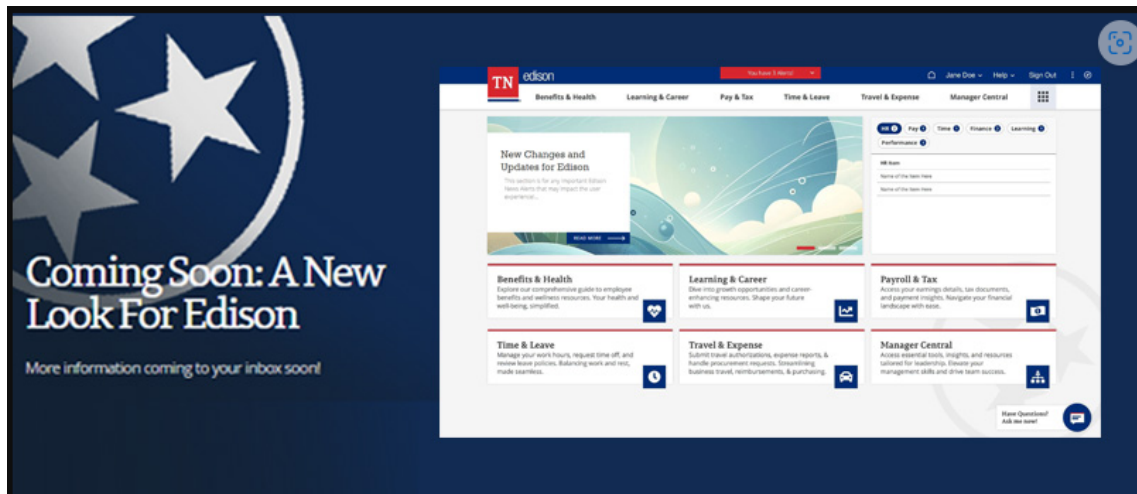
For ABCs (state higher ed)

ACH Draft for Premiums

We notified you earlier this week that there was an issue with the ACH draft for the February insurance premiums that were supposed to be deducted from agency bank accounts on Feb. 15. This was because there was an issue when the Office of Business and Finance ran the file and the draft did not occur. The February premiums will be deducted from your bank accounts today, **Friday, Feb. 23**.

Coming Soon: A New Look for Edison

A new more user-friendly Edison is coming March 4! More details are coming soon but mark your calendar because the new upgrade will require Edison to go off-line the weekend leading up to March 4. We'll share a reminder next week, and information will be posted on the Edison home page.



End of higher ed message

STATE OFFLINE AGENCIES

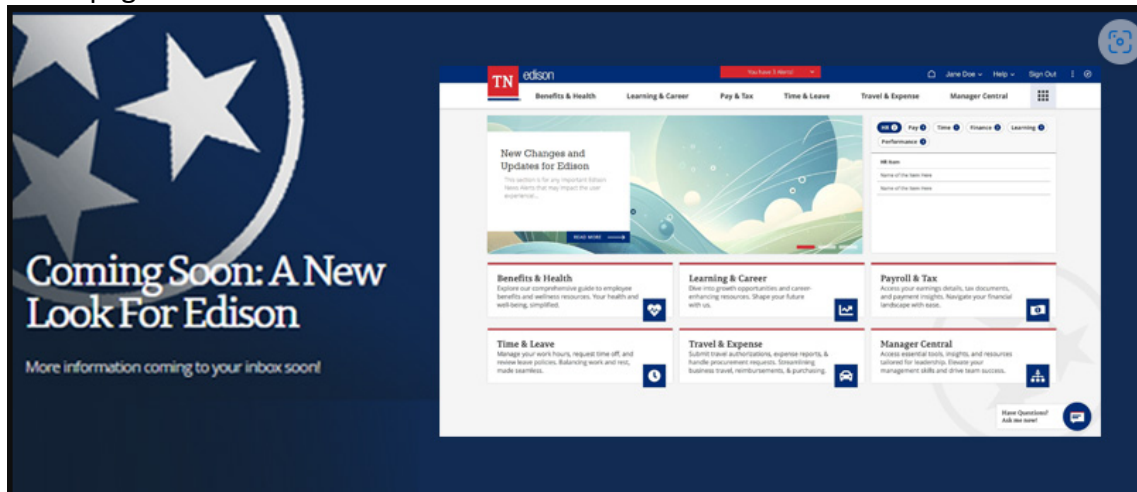
For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

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End of state offline agency message

LOCAL EDUCATION

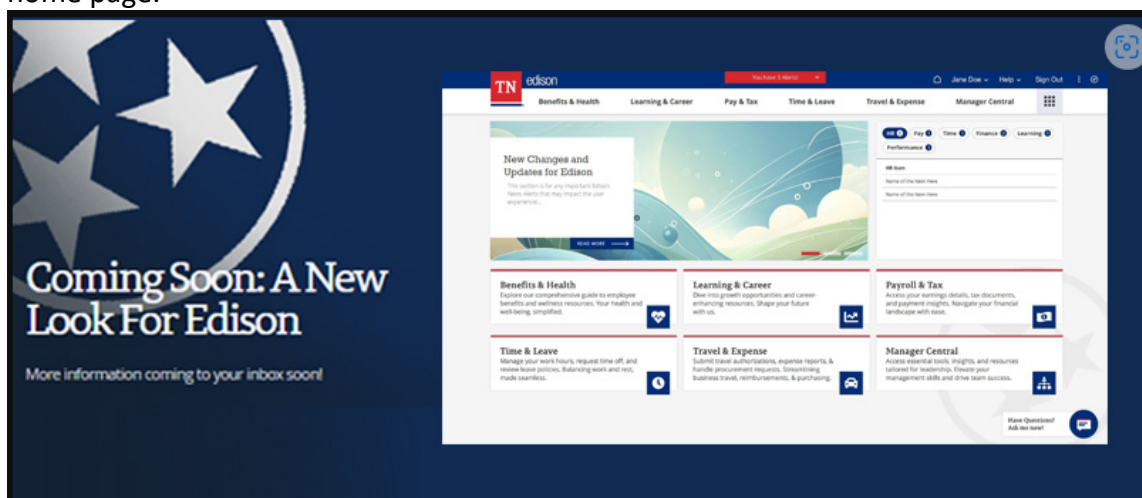
For ABCs (local ed)

ACH Draft for Premiums

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End of local education message

LOCAL GOVERNMENT

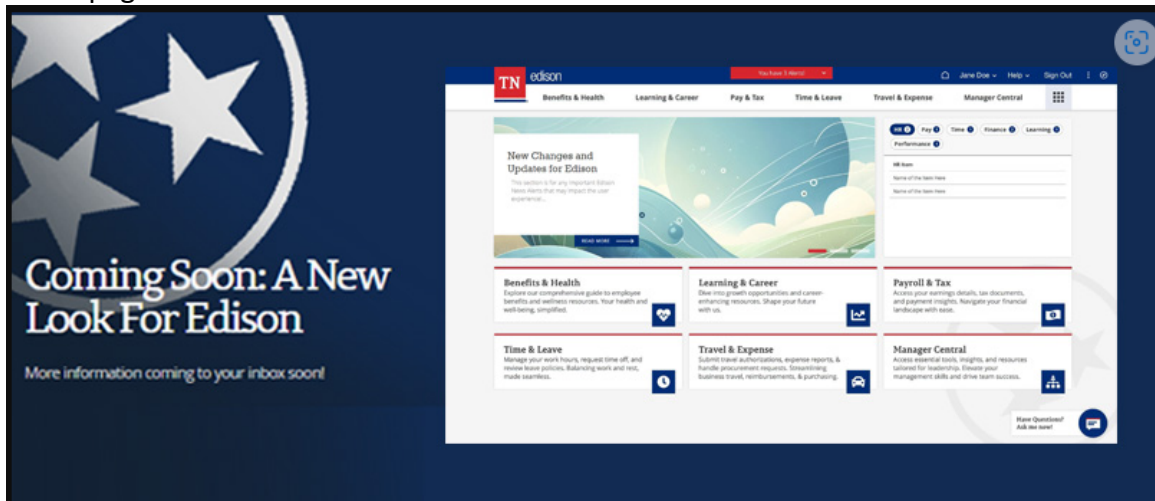
For ABCs (local gov)

ACH Draft for Premiums

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A new more user-friendly Edison is coming March 4! More details are coming soon but mark your calendar because the new upgrade will require Edison to go off-line the weekend leading up to March 4. We'll share a reminder next week, and information will be posted on the Edison home page.



End of local gov message

Friday, Feb. 16, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 02.16.24](#) (Word doc)
- [ALL PLANS – Feb. 13 Combined ABC Conference Call Notes](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.
ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

ABC Conference Call Notes

The Feb. 13 combined ABC conference call notes are posted with today's Friday ABC update. The next ABC conference calls will be held Tuesday, March 12.

State Offices and BA Service Center Closed Feb. 19

State offices and the BA service center will be closed Monday, Feb. 19 for Presidents Day.

CENTRAL STATE

For ABCs (state)

We don't have any messages specific to state ABCs today.

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages specific to higher education ABCs today.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specific to STOLA ABCs today.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs today.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs today.

End of local gov message

You must check this box in order to submit your final enrollment, even if you are not enrolling in an FSA. If you agree to the acknowledgement and are not enrolling in an FSA, it will not cause an error and nothing further needs to be done. Agreeing to the acknowledgement does not automatically enroll you in the plan.

Consent to payroll deductions

For unsubstantiated expenses made by FSA and Limited purpose FSA (L-FSA) debit card users

FSA and L-FSA debit card holders must provide proof that expenses paid for with the debit card are covered expenses permitted by the FSA program. This is called “substantiation.” The State’s authorized contractor may send requests for substantiation to plan members.

If substantiation is not provided, FSA and L-FSA debit card holders must consent to payroll deductions from their wages to repay those expenses. Anyone who refuses to consent to these terms will not be allowed to enroll in the FSA or L-FSA.

DC-FSA Enrollees’ Consent to reduction of dependent care flexible spending (DC-FSA) contributions if Plan is found to be non-compliant with federal law.

Federal law requires the State to conduct annual tests of the flexible benefit plans. The tests are to ensure that the plan treats everyone fairly and does not discriminate in favor of highly compensated employees. The State’s contracted claims administrator (Optum) will test the DC-FSA plan in 2024. If the plan does not satisfy federal discrimination requirements, federal law may require the plan to reduce the contribution amount of highly compensated employees for the remainder of the plan year.

If I enroll in an FSA or L-FSA, I hereby agree that the State may deduct from my pay the amount of any expenses that remain unsubstantiated thirty (30) days after the plan runout period to the extent permitted by and in accordance with applicable law. This authorization of payroll deduction is a condition to participate in an FSA or L-FSA. The State will provide notice of anticipated payroll deductions fourteen (14) days before the date of payment of your wages as required by TCA § 50-2-110.

If I enroll in the DC-FSA, and I am a highly compensated employee, and the Plan is found to discriminate against non-highly compensated employees, I understand that my contributions may be reduced to comply with federal law.

I Agree

By clicking this box, I consent to the terms and conditions of this agreement: Consent to Payroll Deductions for Unsubstantiated Expenses Made by FSA and L-FSA Debit Card Users and Consent to reduce DC-FSA contributions if needed to comply with federal law.

Save

My Secure Advantage[®]

FINANCIAL WELLNESS EVENT



Wednesday,
March 13th

My Secure Advantage[®] (MSA) is your financial benefit through your EAP. No gimmicks, no hidden agenda. We're real people with a real passion for helping you achieve your financial goals. Join us for our educational event!

Overcoming Debt & Achieving Financial Freedom

Time: 11:30 am to 12:30 pm CT

Speaker: Vivian Perez

Register: [\[LINK\]](#)

Debt is one of the biggest obstacles keeping people from reaching their financial goals. This event will encourage you to prioritize debt management and provide options for getting started. We'll review specific debt reduction strategies and how to write and follow SMART goals. We hope you leave this event motivated and more confident about reducing your debt.



Register, even if you cannot attend, to receive a recording of the webinar.

This content is for informational purposes only and does not guarantee eligibility for the program or its services.

Information provided in this flyer is for informational purposes only and is not intended to offer specific personalized investment, financial planning, tax, legal or accounting advice. We recommend that you consult an attorney, tax advisor or accountant regarding your unique circumstances.

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Presented by your Employee Assistance Program, offered through OPTUM EAP 1-855-Here4TN

Friday, Feb. 9, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Update 02.09.24](#) (Word doc)
- [ALL PLANS – Feb. 13 ABC Conference Call Agenda](#)
- [STATE – 4Mind4Body Webinar Flyer](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.

ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

ABC Conference Call

The next ABC conference call is Tuesday, Feb. 13.

- **Higher Ed – Tuesday, Feb. 13, 8:30 – 9 a.m. CT**
- **Local Ed – Tuesday, Feb. 13, 9:30 – 10 a.m. CT**
- **Local Government – Tuesday, Feb. 13, 10:30 – 11 a.m. CT**
- **State – Tuesday, Feb. 13, 11:30 a.m. – 12 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

Important Information for Members Enrolled in The Tennessee Plan

The Tennessee Plan is a supplemental medical insurance program designed to cover certain expenses not fully paid by Medicare Part A and B coverage. It was recently brought to our attention that when a member of The Tennessee Plan visits a provider, they may be told that their UMR plan is their primary plan, not Medicare. If a member contacts you to report this occurring, please direct the member to call UMR at 1.888.477.9307, M–F, 7 a.m. – 4:30 p.m. CT, to talk to a dedicated customer service representative. UMR is emailing The Tennessee Plan members for whom they have email addresses, and mailing letters to all members to inform them of this issue. We have also posted this information on our Partners for Health website.

Service Center Metrics

The service center metrics and customer service rating for January 2024 are below:

- Tickets via Email: 1,504
- Tickets via Self-Service: 2,928
- Tickets via Phone: 4,843
- Tickets via Chat: 237
- Total: 9,512
- Satisfaction Score: 96.8%

Edison Maintenance

Edison will be performing scheduled system maintenance Sunday, Feb. 11 from 6 a.m. to 10 p.m. CT. During this time, all users will be locked out of Edison and unable to access the system.

CENTRAL STATE

For Members (state)

4Mind4Body How to Simplify Your Life Webinar

Email/subject line: Join Partners for Health for the How to Simplify Your Life webinar, Feb. 14, 11:30 a.m. CT.

Presented by Optum Health, join Partners for Health for the **How to Simplify Your Life** webinar, Wednesday, Feb. 14, from 11:30 a.m. to 12:30 p.m. CT.

With this program, participants will learn to identify personal barriers to living life simply through examining their inner beliefs. Program highlights include examinations of inner pressures and how excuse-making helps people avoid change.

Preregistration is required. Session will be recorded and available on the Partners for Health YouTube page a few days after the session.

Click here to register:

https://optum-training-form.force.com/USTrainingForm/s/newregistrationpage?c__recordId=a254N000004DW44QAG

Last month's webinar, **Healthy Habits**, is available on the Partners for Health YouTube page.

Click here to watch: <https://youtu.be/F0VEgUa7iZ8>

For ABCs (state)

4Mind4Body February Webinar

We've included a message above and posted a flyer you can share with employees about the upcoming 4Mind4Body webinar, How to Simplify Your Life, presented by Optum Health. The webinar will take place Wednesday, Feb. 14, starting at 11:30 a.m. CT. The link to last month's recorded webinar, Healthy Habits, is also included.

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages specific to higher education ABCs today.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specific to STOLA ABCs today.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs today.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs today.

End of local gov message

4MIND4BODY

LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)

Healthy Habits

Wednesday, Jan. 10, 11:30 a.m. CT

[CLICK HERE TO REGISTER](#)



Presented by Optum Health, join Partners for Health for the Healthy Habits webinar, **Wednesday, Jan. 10, from 11:30 a.m. to 12:30 p.m. CT.**

This webinar will address common obstacles to healthy habits and offer strategies to help you adopt and stick with new habits. Learn about the science of forming habits and how it can impact your daily routines. Participants will identify and discuss how to set and achieve long-term wellness goals and learn techniques for building healthy work and family routines that promote health. This session will highlight resources and support systems that can help build lasting wellbeing for everyone.

Preregistration is required. Session will be recorded and available a few days after the session.

How to Simplify Your Life

Wednesday, Feb. 14, 11:30 a.m. CT

[CLICK HERE TO REGISTER](#)

Presented by Optum Health, join Partners for Health for the How to Simplify Your Life webinar, **Wednesday, Feb. 14, from 11:30 a.m. to 12:30 p.m. CT.**

With this program, participants will learn to identify personal barriers to living life simply through examining their inner beliefs. Program highlights include examinations of inner pressures and how excuse-making helps people avoid change.

Preregistration is required. Session will be recorded and available a few days after the session.



Friday, Feb. 2, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Email 02.02.24](#) (Word doc)
- [STATE - 4Mind4Body Webinar Flyer](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header. ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

Notice about Class Action Claim Offers

One of our member agencies recently shared a letter they received from a private company offering to help them file claims in class action lawsuits against insurance companies. Benefits Administration is reminding Partners for Health member agencies that they are not authorized to participate in class actions or to assign any claims to a third party to represent the State Group Insurance Program in any capacity or to recover damages in connection with claims paid through the Plan. As a state-sponsored plan governed by state contracts, all legal actions must be handled or approved by the Tennessee Attorney General's Office and cannot be contracted out to any other entity.

ABC Focus Group Sessions

We value your input! You're invited to participate in focus group sessions with Benefits Administration's Education and Outreach team either virtually or in person in Nashville. Share your thoughts and ideas about the materials, resources and training we provide. Register now to join one of the three available sessions.

<https://stateoftennessee.formstack.com/forms/focus>

The session dates and times are:

Feb. 22 **virtually** at 10 a.m. CT – **Local Education and Local Government**

Feb. 22 **virtually** at 1 p.m. CT – **State and Higher Education**

Feb. 27 **virtually** at 10 a.m. CT – **State and Higher Education**

Feb. 27 **virtually** at 1 p.m. CT – **Location Education and Local Government**

Feb. 28 **in person** at 10 a.m. CT – **(ST/HE/LE/LG) Location:** Tennessee State Library & Archives (downtown Nashville)

Updated Vendor Contact List

The Vendor Contact List, found on the ABC webpage under Conference Call Notes Archive and Resources, has been updated. There is a different contact for Sharecare, Shylah Negovan. For state, higher education and state offline agency ABCs, we also have a different contact for MetLife, Chris Freeman. Please refer to this version going forward:

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/vendor_list_013124.pdf

CENTRAL STATE

For Members (state)

Dependent Basic Term Life Insurance Letters

On Feb. 9, Securian Financial will mail letters to households with dependent spouses and children who lost basic term life insurance coverage as of Jan. 1, 2024, due to the change from the Traditional to the Contemporary life insurance program. These dependents did not enroll in the voluntary term life insurance program. Letters will advise members of the opportunity to convert the lost coverage to individual life insurance policies. Only one letter will be sent to impacted households.

Should you have questions, you can contact Securian Financial at 866.881.0631, M-F, 7 a.m. – 6 p.m. CT.

4Mind4Body How to Simplify Your Life Webinar

Email/subject line: Join Partners for Health for the How to Simplify Your Life webinar, Feb. 14, 11:30 a.m. CT.

Presented by Optum Health, join Partners for Health for the **How to Simplify Your Life** webinar, Wednesday, Feb. 14, from 11:30 a.m. to 12:30 p.m. CT.

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Click here to watch: <https://youtu.be/F0VEgUa7iZ8>

For ABCs (state)

Dependent Basic Term Life Insurance Letters

Securian Financial will mail 30,302 letters on Feb. 9, 2024, to those dependent spouses and children who lost basic term life insurance coverage as of Jan. 1, 2024, due to the change from the Traditional to the Contemporary life insurance program. These dependents did not enroll in the voluntary term life insurance program. Letters advise dependents of the opportunity to convert the lost coverage to an individual life insurance policy. Only one letter will be sent to

impacted households. We've included a brief announcement above that you can share with impacted employees.

4Mind4Body February Webinar

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End of state message

STATE HIGHER EDUCATION

For Members (higher ed)

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End of higher ed message

STATE OFFLINE AGENCIES

For Members (state offline agencies)

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End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs today.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs today.

End of local gov message

4MIND4BODY

LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)

Healthy Habits

Wednesday, Jan. 10, 11:30 a.m. CT

[CLICK HERE TO REGISTER](#)



Presented by Optum Health, join Partners for Health for the Healthy Habits webinar, **Wednesday, Jan. 10, from 11:30 a.m. to 12:30 p.m. CT.**

This webinar will address common obstacles to healthy habits and offer strategies to help you adopt and stick with new habits. Learn about the science of forming habits and how it can impact your daily routines. Participants will identify and discuss how to set and achieve long-term wellness goals and learn techniques for building healthy work and family routines that promote health. This session will highlight resources and support systems that can help build lasting wellbeing for everyone.

Preregistration is required. Session will be recorded and available a few days after the session.

How to Simplify Your Life

Wednesday, Feb. 14, 11:30 a.m. CT

[CLICK HERE TO REGISTER](#)

Presented by Optum Health, join Partners for Health for the How to Simplify Your Life webinar, **Wednesday, Feb. 14, from 11:30 a.m. to 12:30 p.m. CT.**

With this program, participants will learn to identify personal barriers to living life simply through examining their inner beliefs. Program highlights include examinations of inner pressures and how excuse-making helps people avoid change.

Preregistration is required. Session will be recorded and available a few days after the session.



Friday, Jan. 26, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Email 01.26.24](#) (Word doc)
- [STATE - 4Mind4Body Webinar Flyer](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.
ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

Edison Scheduled Maintenance

Edison will be performing scheduled system maintenance on Sunday, Jan. 28 from 6 a.m. to 4 p.m. CT. During this time all users will be locked out of Edison and unable to access the system.

CENTRAL STATE

For Members (state)

4Mind4Body How to Simplify Your Life Webinar

Email/subject line: Join Partners for Health for the How to Simplify Your Life webinar, Feb. 14, 11:30 a.m. CT.

Presented by Optum Health, join Partners for Health for the **How to Simplify Your Life** webinar, Wednesday, Feb. 14, from 11:30 a.m. to 12:30 p.m. CT.

With this program, participants will learn to identify personal barriers to living life simply through examining their inner beliefs. Program highlights include examinations of inner pressures and how excuse-making helps people avoid change.

Preregistration is required. Session will be recorded and available on the Partners for Health YouTube page a few days after the session.

Click here to register:

https://optum-training-form.force.com/USTrainingForm/s/newregistrationpage?c__recordId=a254N000004DW44QAG

Last month's webinar, **Healthy Habits**, is available on the Partners for Health YouTube page. Click here to watch: <https://youtu.be/F0VEgUa7iZ8>

For ABCs (state)

4Mind4Body February Webinar

We've included a message above and posted a flyer you can share with employees about the upcoming 4Mind4Body How to Simplify Your Life webinar, presented by Optum Health. The webinar will take place Wednesday, Feb. 14, starting at 11:30 a.m. CT.

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages specific to state higher education ABCs today.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specific to state offline agency ABCs today.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs today.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs today.

End of local gov message

4MIND4BODY

LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)

Healthy Habits

Wednesday, Jan. 10, 11:30 a.m. CT

[CLICK HERE TO REGISTER](#)



Presented by Optum Health, join Partners for Health for the Healthy Habits webinar, **Wednesday, Jan. 10, from 11:30 a.m. to 12:30 p.m. CT.**

This webinar will address common obstacles to healthy habits and offer strategies to help you adopt and stick with new habits. Learn about the science of forming habits and how it can impact your daily routines. Participants will identify and discuss how to set and achieve long-term wellness goals and learn techniques for building healthy work and family routines that promote health. This session will highlight resources and support systems that can help build lasting wellbeing for everyone.

Preregistration is required. Session will be recorded and available a few days after the session.

How to Simplify Your Life

Wednesday, Feb. 14, 11:30 a.m. CT

[CLICK HERE TO REGISTER](#)

Presented by Optum Health, join Partners for Health for the How to Simplify Your Life webinar, **Wednesday, Feb. 14, from 11:30 a.m. to 12:30 p.m. CT.**

With this program, participants will learn to identify personal barriers to living life simply through examining their inner beliefs. Program highlights include examinations of inner pressures and how excuse-making helps people avoid change.

Preregistration is required. Session will be recorded and available a few days after the session.



Friday, Jan. 19, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Email 01.19.24](#) (Word doc)
- [ALL PLANS – Wellness Program RealAge Test Flyer](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.
ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

Partners for Health Email

Last Friday, an email was sent about vaccinations through our service provider MailChimp to all current enrolled health plan members. Unfortunately, this email triggered an automatic unsubscribe from Partners for Health emails for a large number of members. We're still working with our service provider to determine exactly why this occurred. Unfortunately, the automatic message members received caused many to question its validity, and some to question if they have benefits.

Please assure members that they still have their health plan benefits. While we did relay to members who submitted Zendesk tickets to click the "Subscribe" button to resubscribe back into our emails, we may have to reach back out to ABCs and to members in the future about additional action we need them to take as we get further information from MailChimp.

We apologize for any confusion this may have caused you and these members.

Sharecare Wellness Program Materials/RealAge Test Flyer

As part of the new Sharecare wellness program, members are prompted to take their RealAge Test. We've had some questions from members who have completed the RealAge Test, so we've posted a flyer with today's update that walks through how to verify completion. Members can take the RealAge Test as many times as they would like throughout the program.

As mentioned during the January ABC conference calls, there are digital materials you can share with your members. There is a section for state and higher education and a section for local education and local government. You can find these materials here:

<https://www.sharecare.com/tnwellness/engagement-materials/>. Sharecare representatives will again join us during the February and March ABC conference calls to go over this program and answer your questions.

Special Qualifying Event eForm

We reported during the summer ABC training that a new special qualifying event eForm was in the works. We're pleased to officially announce the much-anticipated go-live of the SQE eForm. Many of you are already using this new feature and have provided great feedback regarding the simplicity of the form. Step-by-step training has now been added to the Partners for Health website. Select the 'Agency Benefits Coordinators' drop down, 'Training' and then 'Edison How To' near the bottom to locate the SQE eForm training.

https://www.tn.gov/content/dam/tn/partnersforhealth/documents/sqe_eform_training.pdf

∨ Training

Help With Queries

- [Query Tool](#)
- [Edison Query Manual](#)
- [Age Out Query Process](#)

"Edison" How-To

- [How to modify an employee in Edison](#)
- [How add/enroll an employee in Edison](#)
- [How to run/automate the collections applied report in Edison](#)
- [How to check your primary email in Edison](#)

Additional Training

- [SQE Benefits eForm Training](#) **NEW**

Corrections and Clarification Form Change

We have updated our Corrections and Clarification Form. We've added options for employees terminated in error, to correct the hire/termination date and for employees who are terminated prior to the coverage start date. The form can only be used for the options listed on the form; any other corrections could require other documentation.

We have also added a new method to submit the form. If you do not need to keep a copy of the form or prefer a fully digital option, we have added the Corrections and Clarification Form as an option in Zendesk. Go to Zendesk, select 'Submit a request' then from the drop down select

'Corrections and Clarification' and input the employee's information and the requested correction. No documents are required to be uploaded using this option. This means you do not need to complete both the digital form and the Zendesk form.

There is still a standard digital form available for download at <https://www.tn.gov/partnersforhealth.html>. Select the 'Agency Benefits Coordinators' drop down, 'Forms' and then 'Corrections and Clarification Form'. This form can be downloaded and edited. You can then send this document in to the service center to make the requested update if you do not want to use the digital option in Zendesk.

We will also talk about this change during the February ABC conference calls.

CENTRAL STATE

For ABCs (state)

We don't have any messages specific to state ABCs today.

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages specific to state higher education ABCs today.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specific to state offline agency ABCs today.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs today.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

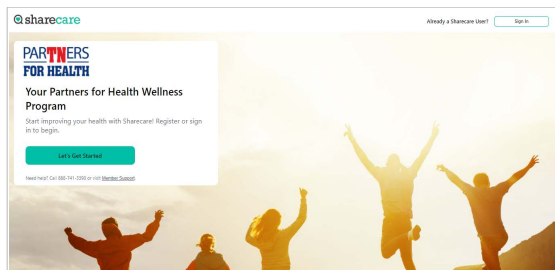
We don't have any messages specific to local government ABCs today.

End of local gov message

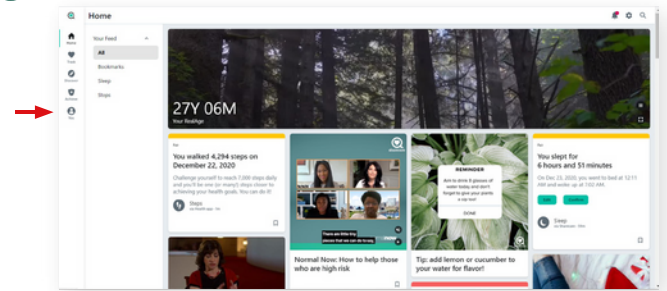


How to confirm RealAge[®] Test completion:

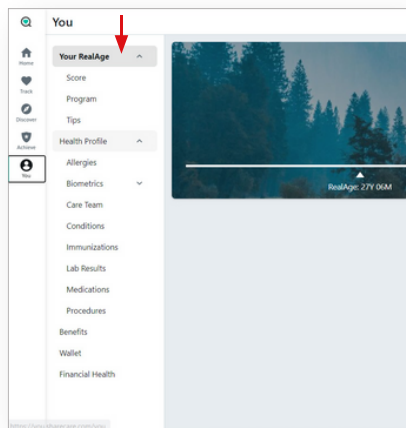
- 1 Go to stateofn.sharecare.com click **Sign In**, or log in to your account through the Sharecare app.



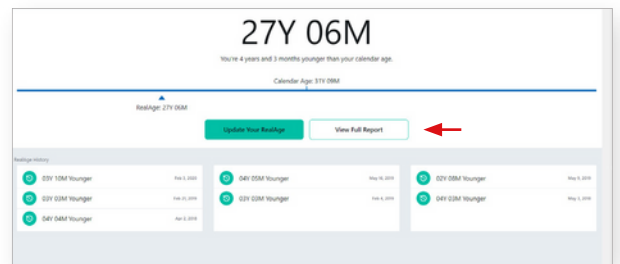
- 2 Select **You** from the home screen.



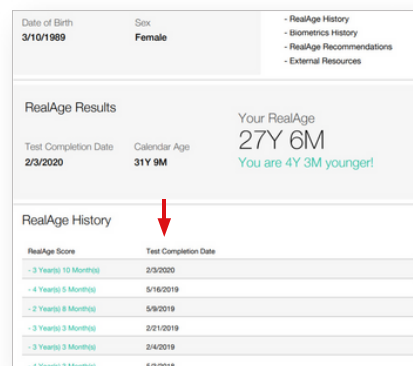
- 3 Click on **Your RealAge** and then **Score**
Note: You can see your RealAge Test history from this screen, but continue to follow these steps if you'd like to save a copy.



- 4 Select **View Full Report** and then view **RealAge History**



- 5 Confirm your RealAge Test completion dates under **Test Completion Date**



You can download the entire Health Summary Report for your records.

Have questions? Call Sharecare at **888-741-3390, Monday - Friday 8 a.m. - 8 p.m. CT** to learn more.

Friday, Jan. 12, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Email 01.12.24 \(Word doc\)](#)
- [ALL PLANS – Jan. 9 Combined ABC Conference Call Notes](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.

ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

ABC Conference Call Notes

The Jan. 9 combined ABC conference call notes are posted with today's Friday ABC update. The next ABC conference calls will be held Tuesday, Feb. 13.

State Offices and the BA Service Center Closed

State offices and the BA service center will be closed Monday, Jan. 15 for the Martin Luther King Jr. holiday. Below are the holiday hours for some of our vendors.

| | |
|--|--|
| BlueCross BlueShield of Tennessee (medical – Network S and P) | Monday, Jan. 15 – closed |
| Cigna (medical - LP and OAP) Cigna Offices | Customer Service will be available 24/7/365 Offices Monday, Jan. 15 - closed |
| Cigna DHMO (Prepaid Provider) Cigna Offices | Customer Service will be available 24/7/365 Offices Monday, Jan. 15 - closed |
| CVS Caremark (pharmacy) | Customer Service will be available 24/7/365 |
| Optum Financial (HSA, FSAs) holiday hours for members | Customer Care Monday, Jan. 15 - closed |
| Optum Financial (HSA, FSAs) Account Services Team | Offices Monday, Jan. 15 – closed |
| Optum Health (EAP/behavioral health) | Call Center open 24/7/365 |

CENTRAL STATE

For ABCs (state)

We don't have any messages specific to state ABCs today.

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages specific to state higher education ABCs today.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specific to state offline agency ABCs today.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs today.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs today.

End of local gov message

Friday, Jan. 5, 2024 | Weekly ABC Update

ABC email content is separated by information for all plans and then by plan:

ALL PLANS

CENTRAL STATE

STATE HIGHER EDUCATION

STATE OFFLINE AGENCIES

LOCAL EDUCATION

LOCAL GOVERNMENT

- [ABC Email 01.05.23 \(Word doc\)](#)
- [ALL PLANS – Jan. 9 ABC Conference Call Agenda](#)
- [ALL PLANS – BCBS Fitness Your Way Flyer](#)
- [STATE ONLY – 4Mind4Body Webinar Flyer](#)

Attachments such as flyers or PDFs will be linked on the ABC webpage under the red button and named by plan (all plans, state, higher ed, local ed or local gov).

Information you can directly share will be listed under the **For Members** header.

ABC-specific information is listed under the **For ABCs** header.

ALL PLANS

For ABCs (all plans)

ABC Conference Call

The next ABC conference call is Tuesday, Jan. 9.

- **Higher Ed – Tuesday, Jan. 9, 8:30 – 9 a.m. CT**
- **Local Ed – Tuesday, Jan. 9, 9:30 – 10 a.m. CT**
- **Local Government – Tuesday, Jan. 9, 10:30 – 11 a.m. CT**
- **State – Tuesday, Jan. 9, 11:30 a.m. – 12 p.m. CT**

Use the webinar (WebEx) login link and instructions in the **posted** agenda or link below.

To join the ABC conference call - click on the link:

<https://tn.webex.com/meet/joan.williams>

Important Information about HIPAA Training

This year, we've automated the enrollment for HIPAA training. You may have received an email from Edison about the class. **The 2024 HIPAA training schedule will start in April.** You can complete the training now if you would like; however, you don't have to as it will not be due until mid-summer. We'll announce when the training should be completed in upcoming weekly ABC emails and conference calls. Thank you for your dedication to keeping our members' protected health information secure.

BlueCross BlueShield Fitness Your Way Limited-Time Offer

We've posted a flyer you can share with your members enrolled in health coverage with BlueCross BlueShield about a limited-time enrollment offer in Fitness Your Way®. The information members need to join this program is included in this flyer. This offer ends Jan. 31, 2024.

Service Center Metrics

The service center metrics and customer service rating for December 2023 are below:

- Tickets via Email: 1,161
- Tickets via Self-Service: 2,825
- Tickets via Phone: 3,954
- Tickets via Chat: 229
- Total: 8,169
- Satisfaction Score: 97.5%

CENTRAL STATE

For Members (state)

Email/subject line: Join Partners for Health for the Healthy Habits webinar, Jan. 10, 11:30 a.m. CT

Presented by Optum Health, join Partners for Health for the **Healthy Habits** webinar, Wednesday, Jan. 10, from 11:30 a.m. to 12:30 p.m. CT.

This webinar will address common obstacles to healthy habits and offer strategies to help you adopt and stick with new habits. Learn about the science of forming habits and how it can impact your daily routines. Participants will identify and discuss how to set and achieve long-term wellness goals and learn techniques for building healthy work and family routines that promote health. This session will highlight resources and support systems that can help build lasting wellbeing for everyone.

Preregistration is required. *Session will be recorded and available a few days after the session.*

Click here to register:

https://optum-training-form.force.com/USTrainingForm/s/newregistrationpage?c__recordId=a254N000004DWAvQAO

For ABCs (state)

4Mind4Body

We've included a message above and posted a flyer you can share with employees about the upcoming 4Mind4Body Healthy Habits webinar, presented by Optum Health. The webinar will take place Wednesday, Jan. 10., starting at 11:30 a.m. CT.

End of state message

STATE HIGHER EDUCATION

For ABCs (higher ed)

We don't have any messages specific to state higher education ABCs today.

End of higher ed message

STATE OFFLINE AGENCIES

For ABCs (state offline agencies: Beech River Watershed Development Agency, Governor's Early Literacy Foundation, Greater Nashville Regional Council and South Central Human Resources Agency)

We don't have any messages specific to state offline agency ABCs today.

End of state offline agency message

LOCAL EDUCATION

For ABCs (local ed)

We don't have any messages specific to local education ABCs today.

End of local education message

LOCAL GOVERNMENT

For ABCs (local gov)

We don't have any messages specific to local government ABCs today.

End of local gov message

4MIND4BODY

LUNCH AND LEARN

All sessions available via webinar. Pre-registration required. [Click here for more information](#)

Healthy Habits

Wednesday, Jan. 10, 11:30 a.m. CT

[CLICK HERE TO REGISTER](#)



Presented by Optum Health, join Partners for Health for the Healthy Habits webinar, **Wednesday, Jan. 10, from 11:30 a.m. to 12:30 p.m. CT.**

This webinar will address common obstacles to healthy habits and offer strategies to help you adopt and stick with new habits. Learn about the science of forming habits and how it can impact your daily routines. Participants will identify and discuss how to set and achieve long-term wellness goals and learn techniques for building healthy work and family routines that promote health. This session will highlight resources and support systems that can help build lasting wellbeing for everyone.

Preregistration is required. Session will be recorded and available a few days after the session.

How to Simplify Your Life

Wednesday, Feb. 14, 11:30 a.m. CT

[CLICK HERE TO REGISTER](#)

Presented by Optum Health, join Partners for Health for the How to Simplify Your Life webinar, **Wednesday, Feb. 14, from 11:30 a.m. to 12:30 p.m. CT.**

With this program, participants will learn to identify personal barriers to living life simply through examining their inner beliefs. Program highlights include examinations of inner pressures and how excuse-making helps people avoid change.

Preregistration is required. Session will be recorded and available a few days after the session.



Made available through



SET GOALS FOR A FIT 2024

AND A LIMITED-TIME OFFER

Start 2024 off strong by setting sustainable goals you can stick to for the rest of the year—you'll feel accomplished, invigorated, and healthier than ever.

Join now with \$0 enrollment!^{1,2} Learn more at blue365deals.com/fyw and use code **FYWENROLL4FREEJAN** when you sign up.



MORE GYM, LESS MONEY

Fitness Your Way[®] lets you join as many gyms as you want, wherever you live, work, and play.

Working out should be accessible to everyone. Wherever you want to sweat.

- Four gym packages available starting at \$19/month,³ plus a no enrollment fee offer available now^{1,2}
- Join as many gyms as you want with access to 13,000+ fitness locations⁴
- Digital only package also available for just \$10 a month⁵ (all digital content included with gym packages)
- On-demand videos available 24/7 and live virtual classes like cardio, bootcamps, barre, and yoga from Bernalong[®]

And even more⁶

- Access 20,000+ health and well-being specialists
- Up to 50% off services like acupuncture, chiropractic, and nutrition
- Plus discounts on vitamins, exercise equipment, and more



HARNESS THE EXCITEMENT OF A FRESH START BY REVISITING YOUR WELLNESS GOALS AND SETTING YOURSELF UP FOR SUCCESS



1. DEFINE YOUR "WHY"

Identifying your "why" is the cornerstone of any successful wellness journey. Maybe you want to improve your overall health, boost your self-confidence, set a positive example for your family, or simply feel more energetic and vibrant every day. Your "why" will be your guiding light, reminding you of the purpose behind your actions. When you know why you're working towards a goal, it becomes easier to push through obstacles and stay motivated.



2. SET SMART GOALS

Embarking on a new fitness and wellness journey can be intimidating if your goals are vague or overambitious. To set yourself up for success, make sure they're SMART: specific, measurable, achievable, relevant, and time-bound. For example, instead of having a goal to "get fit," set a specific goal to "run a 5k in under 45 minutes in three months." From there, you can break down your goal into small, attainable steps. Reward yourself when you hit certain milestones to help you stay motivated.



3. CREATE SUPPORTIVE HABITS

Achieving your fitness and wellness ambitions goes beyond setting SMART goals—it involves building supportive habits, too. Start with small, consistent changes, like hitting the gym twice a week. As you become comfortable with your new routine, you can gradually increase your frequency. Remember that building habits takes time, and it's okay to have setbacks.



4. EMBRACE THE JOURNEY

Your fitness journey is a story in the making. It's filled with ups, downs, plateaus, and achievements. Embrace every part of it because that's what makes it yours. Learn from the challenges and celebrate every step forward, whether it's lifting a heavier weight or running an extra mile. If you need a break or a change in your routine, that's part of your progress. After a long work day, you may opt for an on-demand restorative yoga class at home. On a Saturday morning, you may feel more energized and hit the gym for a group cardio class.

THIS IS YOUR TIME

January is your time to refocus your energy on health and fitness—kick off the new year with a rejuvenated wellness routine. Join at blue365deals.com/fyw

Always talk with your doctor before starting an exercise program.

1. Offer valid until January 31, 2024. Offer available to residents of the United States who are at least 18 years old and have benefits with a participating health plan. Member must provide the FYWENROLL4FREEJAN promo code at sign-up to receive the \$19 off waived enrollment fee. If member selects the digital only membership, they will not receive the promotional offer. Additional terms, conditions and limitations apply. See Program Agreement for details. 2. Without offer, Fitness Your Way enrollment fee is \$19 plus applicable sales tax. 3. Fitness Your Way gym packages range from \$19 - \$99 per month plus applicable sales tax. For pricing information visit <http://www.blue365deals.com/fyw>. Limitations apply. See Program Agreement for details. 4. Fitness locations are not owned or operated by Tivity Health, Inc. or its affiliates. Fitness Your Way membership entitles members to use the fitness location facilities and amenities available to the holder of a basic membership at the fitness locations. Facilities and amenities vary by location. 5. The digital only package is \$10 per month plus applicable sales tax. For pricing information visit <http://www.blue365deals.com/fyw>. Limitations apply. See Program Agreement for details. 6. Tivity Health, Inc. and its affiliates do not employ, own or operate third-party service providers. Services and, if applicable, discounts are subject to the terms and conditions of such third party providers. Check with the provider for details.

Important Disclosures: As part of the Fitness Your Way program (the "FYW Program"), members are provided with access to a network of participating third-party practitioners who offer discounted Integrative Health Services including, but not limited to, chiropractic, acupuncture, massage/body work services ("Integrative Health Services"). The Integrative Health Services component of the FYW Program is provided by WholeHealth Living, Inc., a wholly owned subsidiary of Tivity Health Support Services, LLC ("WHL"), with a mailing address of: ATTN: Whole Health Living, 1445 S. Spectrum Blvd, Chandler, Arizona 85286. The FYW Program is not insurance. Discounts vary per practitioner. The FYW Program member must pay for discounted Integrative Health Services, but will receive a discount from the participating practitioner. WHL does not make payments directly to the third-party practitioners. Health care and health care related practitioners in the WHL network are not currently available to residents of California, Connecticut, Delaware, Indiana, Louisiana, Montana, Nebraska, New Hampshire, Nevada, Oklahoma, Oregon, Rhode Island, South Dakota, Utah, Washington or West Virginia. Please visit <http://www.whlchoices.com> for a complete list of practitioners available in member's state of residence.

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Blue365 offers access to savings on health and wellness products and services and other interesting items that Members may purchase from independent vendors, which are not covered benefits under your policies with your local Blue Company, its contracts with Medicare, or any other applicable federal healthcare program. These products and services will be offered to you through the entire benefit year. During the year, the independent vendors may offer additional discounts on these products and services. To find out what is covered under your policies, contact your local Blue Company. The products and services described on the Site are neither offered nor guaranteed under your Blue Company's contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding your health insurance products and services may be subject to your Blue Company's grievance process. BCBSA may receive payments from vendors providing products and services on or accessible through the Site. Neither BCBSA nor any Blue Company recommends, endorses, warrants, or guarantees any specific vendor, product or service available under or through the Blue365 Program or Site.

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