

December 2021

Dear Molina Complete Care Member:

Thank you for being a valued Molina Complete Care (MCC) member. On January 1, 2022, MCC will be switching our pharmacy benefits manager (PBM) to CVS/Caremark™. CVS/Caremark is one of the largest PBMs offering first-in-class pharmacy services. We are switching PBMs to better serve you and help with all of your pharmacy needs.

What’s staying the same?

Don’t worry! There will be little or no effect for most members. Medicine authorizations on the Preferred Drug List (PDL)/Formulary will not change.

What’s changing?

While most members won’t be affected, you will see a few changes. These changes will start January 1, 2022. The changes are outlined below.

1/1/22 changes	Molina Complete Care (MCC)
ID card	Please note: Member ID cards will all have new RXGROUP, BIN, and PCN information. Your pharmacy will need to update this in their system.
Retail pharmacy network	MCC will be using the National CVS/Caremark™ pharmacy network. This network meets Arizona time and distance requirements, so you can use pharmacies close to your home. You will get a letter from MCC listing the in-network pharmacies close to you if your usual pharmacy is out of network
Specialty pharmacy network	MCC will be using the National CVS/Caremark™ pharmacy network. You will get a letter from MCC listing the in-network pharmacies close to you if your usual pharmacy is out of network
Formulary (list of preferred drugs)	There will be no change to medicines and service authorizations (services that require prior authorization by the contractor) for those in the AHCCCS Formulary. For other medicines, some members may have changes to preferred medicines and service authorizations. If this affects you, you will get a Negative Formulary Change letter.
Website (this link is for the formulary)	This will help you identify and choose a medicine that has been approved by AHCCCS as a preferred drug: https://www.azahcccs.gov/Resources/Downloads/PharmacyUpdates/AHCCCSDRUGLIST10_01_2021.pdf .



1/1/22 changes	Molina Complete Care (MCC)
Phone and fax lines *No change	Our phone and fax lines for Member Services will stay the same. The lines related to prior authorization requests, appeals and grievances won't change. Our phone numbers are: <ul style="list-style-type: none">• (800) 424-5891• TTY/TDD: 711

If you have any questions, please call Member Services. We're here Monday through Friday from 8 a.m. to 6 p.m. MST.

- Molina Complete Care (800) 424-5891 (TTY/TDD: 711)

We are happy for the chance to serve you. Thank you for being a valued member of our plan.

Sincerely,

Molina Complete Care

encl: [Notice of Nondiscrimination & Language Assistance](#)