


ILLINOIS DEPARTMENT OF PUBLIC HEALTH


IDPH HIV Medication Programs Dispensing Transition CVS to Ramsell/Walgreens

Sophia J. Byndloss, President, Products and Services, Ramsell Corporation
Jeffrey P. Maras, Illinois Ryan White Part B Administrator




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Objectives





Client Engagement
Understanding the Client Experience with Ramsell and Walgreens Leading Up To Initial Launch and Post Network Stabilization



Role of the Prescriber
Understanding the Client Experience with Ramsell and Walgreens Leading Up To Initial Launch and Post Network Stabilization



Transition Road Map
Understanding the new pharmacy network and the operational rollout thru stabilization



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RYAN WHITE DISPENSING TRANSITION OVERVIEW



COMMON TRANSITION QUESTIONS

What has changed with the Illinois Medication Assistance Program (MAP)?
The Illinois MAP approved pharmacy has changed from CVS to Walgreens.

When does this change take effect?
This change is **effective 12/1/2021**.

How does this affect how an eligible Illinois MAP client receives medication?
Prescription services currently received from CVS Pharmacy will now be provided by Walgreens. On and after 12/1/2021, all prescriptions must be filled at a Walgreens pharmacy.

Can an eligible Illinois MAP client still receive prescriptions mailed directly to their home?
YES! Illinois MAP clients currently receiving prescriptions mailed directly to their home can still receive prescriptions mailed directly to their home. When it is time for a prescription refill, a Walgreens representative will verify how the client wants to receive the prescription refill. If by mail, the Walgreens pharmacy representative will verify the shipping address directly with the client.



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RYAN WHITE DISPENSING TRANSITION OVERVIEW



COMMON TRANSITION QUESTIONS

How will prescriptions be made available to Walgreens?
All prescriptions with refills will be automatically transferred from CVS to Walgreens. New prescriptions written/filled on and after 12/1/2021 should be sent to a Walgreens pharmacy location.

Are there any drug access limitations at the new Walgreens pharmacies?
There are no drug access limitations at the new Walgreens pharmacies. All drugs available on the Illinois MAP formulary will be available for dispensing to eligible clients from the Walgreens pharmacies.

What does an Illinois MAP client need to do BEFORE 12/1/2021?
There are 2 things that an Illinois MAP client needs to do BEFORE 12/1/2021.

1. Refill the November 2021 prescription fill with CVS on time.
2. Expect a call from a Walgreens representative. During this call, the Walgreens' representative will identify prescription dispensing information such as any other insurance information and how the Illinois MAP client would like to receive ongoing prescription refills.

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RYAN WHITE DISPENSING TRANSITION OVERVIEW



COMMON TRANSITION QUESTIONS

What does an Illinois MAP client need to do AFTER 12/1/2021?

1. Expect a prescription benefit identification card to be mailed to the Illinois MAP client approved mailing address before 12/1/2021.
2. If the Illinois MAP client has not received a phone call from a Walgreens' representative before 12/3/2021 and has a prescription fill/refill, the client should call any one of the 21 Community Based Specialty Pharmacy locations to initiate the prescription fill/refill process.

Once the prescription has been filled by Walgreens, who should the client call for pharmacy and prescription refill support?
Once the prescription has been filled by Walgreens, the Illinois MAP client should call the pharmacy phone number that is located on the client's medication bottle for any pharmacy and prescription refill support.

Why only 21 Walgreen Locations are provided on the client and clinician letters?
The 21 Walgreen locations were purposefully selected as these stores are Community Based Specialty Pharmacy that are trained and staffed with the capacity to triage customers to Walgreen network of pharmacies.

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RYAN WHITE DISPENSING TRANSITION OVERVIEW

PRESCRIPTION DISPENSING QUESTIONS

Can prescriptions be filled by any Walgreens for prescription dispensing?
While all Walgreens are authorized pick-up sites for Illinois MAP, to help with the transition and ongoing refill process, all prescriptions should be electronically sent (e-prescribed) to any of the 21 Community Based Specialty Pharmacy locations.

New prescriptions written after 12/1/2021 should be electronically sent (e-prescribed) to any of the 21 Community Based Specialty Pharmacy locations. If an Illinois MAP client has a written prescription, that prescription can be taken to any Walgreens uninsured or insured network for prescription dispensing.

Does the client need to present their Illinois MAP identification card to Walgreens in order to receive a prescription refill?
The Illinois MAP prescription benefit ID card is not required to be presented to the Walgreens pharmacy to receive Illinois MAP services. This card, however, does contain important billing information that the Walgreens' pharmacy will use to process the prescription fill.



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RYAN WHITE DISPENSING TRANSITION OVERVIEW

COMMON TRANSITION QUESTIONS

Who is Ramsell and/or why does the prescription benefit card say Ramsell?
 Ramsell Corporation is the Illinois MAP pharmacy benefit administrator. Ramsell oversees the pharmacy dispensing network and works closely with IDPH to administer the program.

If there is a problem with a Walgreens pharmacy or a need to submit a formal complaint about Walgreens' services, who should the Illinois MAP client call?
 The goal of the transition is to minimize disruption in prescription dispensing and to increase access to prescription services provided by the Illinois MAP. Service issues should be addressed and resolved with the Walgreens pharmacy. If there are issues that are not resolved and/or the Illinois MAP client would like to file a formal complaint the Illinois MAP pharmacy benefit administrator, Ramsell Corporation, should be contacted at 1-888-311-7685.

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RYAN WHITE DISPENSING TRANSITION OVERVIEW

HELPFUL LINKS

Client Letters

- English - <https://iladap.providecm.net/Content/docs/TransitionLetterforILADAPClient-English-12-2021-Final.pdf>
- Spanish - <https://iladap.providecm.net/Content/docs/TransitionLetterforILADAPClient-Spanish-12-2021-Final.pdf>

Clinician/Provider Letters


- English - <https://iladap.providecm.net/Content/docs/TransitionLetterforILADAPClinician-English-12-2021-Final.pdf>
- Spanish - <https://iladap.providecm.net/Content/docs/TransitionLetterforILADAPClinician-Spanish-12-2021-Final.pdf>

Important Ramsell Website Links

- Ramsell Illinois Transition Website - <http://www.ramsellcorp.com/individuals/ILTransition.aspx>
- Ramsell Illinois ADAP-MAP Website - <http://www.ramsellcorp.com/pharmacies/IL.aspx>
- Ramsell Illinois PrEP Website - http://www.ramsellcorp.com/individuals/IL_PrEP.aspx

Contact Telephone Numbers

- Illinois Department of Public Health Medication Assistance Program Helpline: **1-800-825-3518**
- Ramsell help desk for questions about pharmacy services / pharmacy transition by calling: **1-888-311-7685**

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