

Illinois MAP 12/1/2021 Pharmacy Network Transition Frequently Asked Questions (FAQs)

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.
- **Why has prescription dispensing changed? (Why is a client no longer able to receive prescriptions dispensed from CVS?)**
IDPH has entered into a new agreement with a new pharmacy benefit administrator, Ramsell Corporation. Ramsell's pharmacy network to provide prescription dispensing is Walgreens.
- **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.
- **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.
- **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 pharmacy locations to initiate the prescription fill/refill process.

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 pharmacy locations.

New prescriptions written after 12/1/2021 should be electronically sent (e-prescribed) to any of the 21 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.

- **If an early refill is needed (for lost medication or vacation supply), who should the Illinois MAP client call to request the early fill?**

If an early refill is needed, the client should request the early refill from their dispensing Walgreens pharmacy. Call the pharmacy phone number located on the prescription bottle and request an early refill. The pharmacy will seek an authorization approval for the early refill from the Illinois MAP pharmacy benefit administrator (Ramsell Corporation). The pharmacy will let the client know if the early refill request has been approved/denied.

If the medication bottle is not available, call Ramsell Corporation at 1-888-311-7685 to request the dispensing pharmacy information.

- **If an Illinois MAP client is expecting to receive a prescription shipment (mailing/delivery) and does not receive the prescription, who should the Illinois MAP client call to inquire about the medication shipment?**

If a prescription refill is expected to be shipped (mailed/delivered) to the Illinois MAP client and is not received, the Illinois MAP client should call the dispensing Walgreens pharmacy. If the Illinois MAP client is unsure of dispensing pharmacies' phone number, the client can call any one of the 21 pharmacy locations to receive assistance with the shipment.

- **If a client is enrolled as an Illinois MAP client, but does not have a prescription (e.g. is not prescribed any medication) should the client expect a call from Walgreens or call Walgreens?**

A client does not need to contact Walgreens if the client is not prescribed any medications. The Walgreens outreach call is to set up prescription dispensing method for clients with prescription dispensing needs (e.g. a prescription from the client's clinician).

GENERAL 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 question about Illinois MAP client enrollment and eligibility, who should the Illinois MAP client call?**
All questions about Illinois MAP client enrollment and eligibility should be directed to IDPH at the IDPH hotline: 1-800-825-3518.
- **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.
- **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.

Walgreens Pharmacy 21 Store Locations

#	Pharmacy Name	Pharmacy Address	City	ST	Zip	Telephone #
1	Walgreens Pharmacy at Howard Brown Health Center	4025 N SHERIDAN RD	CHICAGO	IL	60613	(773) 528-8314
2	Walgreens Pharmacy at Northstar Health Care	2835 N SHEFFIELD AVE, STE 505	CHICAGO	IL	60657	(773) 348-3574
3	Community, a Walgreens Pharmacy	912 W BELMONT AVE	CHICAGO	IL	60657	(773) 665-8990
4	Walgreens Pharmacy at NMPG-Lakeview	1333 W BELMONT AVE	CHICAGO	IL	60657	(773) 549-9485
5	Walgreens Pharmacy at Northwestern Memorial Hospital-Galter	201 E HURON ST, STE 1-210	CHICAGO	IL	60611	(312) 951-1084
6	Walgreens Pharmacy at Aris Health by Howard Brown	3245 N HALSTED ST, SUITE 101	CHICAGO	IL	60657	(773) 248-3160
7	Community, a Walgreens Pharmacy	6500 N CLARK ST	CHICAGO	IL	60626	(773) 681-5033
8	Walgreens at Seton Family Health Center	711 W NORTH AVE, STE 204	CHICAGO	IL	60610	(312) 944-0867
9	Walgreens Pharmacy at ACCESS Madison Family Health Center	3800 W MADISON ST, STE 101	CHICAGO	IL	60624	(773) 826-1817
10	Community, a Walgreens Pharmacy	2351 E 71ST ST, SUITE A	CHICAGO	IL	60649	(773) 358-4135
11	Access Community Health	5401 S. WENTWORTH, SUITE 5A1	CHICAGO	IL	60609	(773) 268-5664
12	C&M, A Walgreens Pharmacy	4339 DI PAOLO CTR	GLENVIEW	IL	60025	(847) 299-1920
13	Health System Pharmacy	1200 W STATE ST, SUITE 102	ROCKFORD	IL	61102	(815) 490-1630
14	Community, a Walgreens Pharmacy	2668 BELVIDERE RD	WAUKEGAN	IL	60085	(847) 596-3604

#	Pharmacy Name	Pharmacy Address	City	ST	Zip	Telephone #
15	Walgreens Pharmacy at Memorial Medical Center (Baylis)	747 N RUTLEDGE ST	SPRINGFIELD	IL	62702	(217) 523-0846
16	Walgreens Pharmacy at Carle Foundation Hospital	602 W UNIVERSITY AVE	URBANA	IL	61801	(217) 344-9148
17	Community, a Walgreens Pharmacy	5503 E State St.	Rockford	IL	61108	(779) 208-3626
18	Walgreens Pharmacy at ACCESS Hawthorne Family Health Center	3040 S Cicero Ave.	Cicero	IL	60804	(708) 391-2118
19	Walgreens Pharmacy at Methodist Medical Center	221 N.E. Glen Oak Ave	PEORIA	IL	61636	(309) 671-5151
20	Community, a Walgreens Pharmacy	1150 N 5th St.	Springfield	IL	62702	(217) 331-6746
21	Walgreens Pharmacy at Lake Forest Hospital	1000 N Westmoreland Rd.	Lake Forest	IL	60045	(847) 810-8441