

What you need to know about 2022 pharmacy updates

The way we manage your pharmacy benefits is changing. The change will happen on Jan. 1, 2022. For EOCCO members, this means:

- New ID cards
- Changes to the prescription drug list
- Changes to the pharmacy network
- A new home delivery pharmacy option

To learn more about these changes, please read through these FAQs.

Q: Will I get a new ID card?

A: Yes. A new EOCCO member ID card will be mailed to you in December 2021. Please remember to use your new EOCCO ID card at the pharmacy after Dec. 31, 2021.

If you don't have a new EOCCO ID card with you when you go to the pharmacy, you will need to give this information to your pharmacy starting Jan. 1, 2022:

PCN: **MCD**
BIN: **610602**
RxGroup: **EOCC**


EOCCO Customer Service
Medical and Behavioral Health: 888-788-9821
Pharmacy: 888-474-8539
Non-Emergent Medical Transportation: 877-875-4657
TTY users, please dial: 711

Send claims to:
P.O. Box 40384, Portland, OR 97240

Pharmacy Manual Claims:
P.O. Box 999
Appleton WI 54912-0999

Navitus
provider inquiries:
844-268-9789

PCN: MCD
BIN: 610602
RX Group: EOCC



(Back of ID card)

Q: Will I still be able to get my prescriptions and use my same pharmacy?

A: We are making sure members have many pharmacies to pick from. Most of the pharmacies you know, and trust will still be in our network. If a pharmacy that you use is changing, we will contact you about what you need to do.

Starting Jan. 1, 2022, you will be able to use Walgreens pharmacies. You will not be able to use CVS and Target pharmacies after December 31, 2021.

Q: How do I find a pharmacy in the 2022 network?

A: You can find a pharmacy with the online provider directory, at eooco.com Pick the New 2022 Pharmacy network to find in-network pharmacies.

You can also call our Customer Service team at 888-474-8539.

Q: What if I use a home delivery or specialty pharmacy?

A: Postal Prescription Services (PPS) will still be a home delivery option. Costco is being added as a home delivery option starting Jan. 1, 2022. You can find more information at eooco.com

Your specialty pharmacy, Ardon Health, will stay the same.

Questions?

We're here to help. Call us at 888-474-8539. TTY users, please dial 711.

You can get this document in another language, large print, or another way that is best for you. You can also have a language interpreter. Call 888-788-9821 (TTY/TDD 711).

Eastern Oregon Coordinated Care Organization must follow state and federal rights laws. We cannot treat people unfairly in any of our services or programs because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation. ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 888-788-9821 (TTY: 711). 注意：如果您說中文，可得到免費語言幫助服務。請致電 888-788-9821 (聾啞人專用：711)。