

US-Rx Care Frequently Asked Questions (FAQs)

Updated 2.25.2026

US Foods previously announced that participants enrolled in our Blue Cross Blue Shield medical plans would transition to a new drug administrator, US-Rx Care, effective 1/1/2026. Since the transition, we have received several questions from associates. The updated FAQs below provide additional clarity and address the most common questions we have received.

You do not need to go without medication. Even if US-Rx Care is working with your Provider to get Prior Authorization paperwork completed, a fill of your medication can be provided for any medications you were taking previously through March 31, 2026. If you need your medication urgently, contact US-Rx Care at **877-200-5533**.

Key Tips:

- Questions? Start by calling US-Rx Care. Only US-Rx Care has access to prescription medication information. The US Foods HR and Benefits teams do not have access to individual medication data.
- **Make sure you present your new ID card (*this is your Blue Cross Blue Shield (BCBS)/US-Rx Care ID card with the US-Rx Care logo on the back*) to your pharmacy, even if they do not ask for it.**
- US-Rx Care will escalate any issues they cannot resolve to the US Foods Benefits Team, if needed, and will continue to support associates throughout the transition.

FAQs

Q. Do I need to move my prescriptions from CVS Caremark mail order or current pharmacy?

Refills from CVS Caremark mail order were transferred to **Prescription Mart**, US-Rx Care's contracted mail order pharmacy, as of January 16, 2026. US-Rx Care also asked doctors to prescribe new prescriptions electronically to **Prescription Mart** for prior mail order users.

You need to present your new BCBS/US-Rx Care ID Card at your pharmacy effective January 1, 2026. Specialty medications did not transfer over. If you are on a specialty medication, US-Rx Care notified you and your doctor of any changes in specialty pharmacy and requested a new prescription.

1. Mail Order is no longer required with US-Rx Care. You may choose 90-day fills at retail instead.
2. To set up mail order, register online at www.presmartinc.com.
3. For faster processing, ask your provider to send prescriptions directly to Prescription Mart.
4. If you need help, call Prescription Mart (**800-630-3206**).

Q. When will I get my new combined ID card?

- New combined BCBS/US-Rx Care ID cards were mailed and should have been received by all associates. If you have not received your card, visit www.bcbsil.com and print a temporary ID card or contact a BCBS Health Advocate at **877-284-9293** for assistance.
- You will need to present your new ID Card to your pharmacy after January 1st. **Be sure to use the ID card with the US-Rx Care logo on the back at the bottom. This is the correct ID card. If you received a card without the US-Rx Care logo in December, please discard that card and make sure you received the updated one.**



- **Be proactive.** Pharmacies may not request your new ID card and process your prescription at a higher cost. If the cost does not seem correct, ask questions before you leave the pharmacy.

Q. Will I still be able to use CVS? What other pharmacies are in-network?

Yes, CVS retail pharmacies remain in network for non-specialty medications. You can also fill your prescriptions at 63,000+ pharmacies nationwide, including Osco, Walmart, and Walgreens. Please note that large chains are often the highest cost pharmacies.

Use the pharmacy search tool and enter your zip code at <https://usrxcare.com/usfoods> to find the lowest cost options near you. Specialty medications must be filled at a US-Rx Care designated specialty pharmacy. US-Rx Care will notify your doctor where to send the prescription. For members that were previously taking a specialty medication, US-Rx Care will notify you in writing if your pharmacy will be changing.

Q. Do I have to use mail order for maintenance medications?

No. Starting January 1, 2026, 90-day supplies are optional. You can choose to fill up to a 90-day supply at retail or mail pharmacies.

Q. What happens to my current mail order prescriptions?

Your mail order prescriptions with available refills were transferred from CVS Caremark mail order pharmacy to **Prescription Mart**, US-Rx Care's contracted mail order pharmacy, on 1/16/26. US-Rx also requested doctors prescribe new prescriptions electronically to **Prescription Mart** for prior mail order users. You may also refer to the [Benefits Guide](#) on usrxcare.com/usfoods for helpful information, including how to register your mail order prescriptions. You may contact **Prescription Mart** by calling **800-630-3206**.

Q. Will my copays or deductibles change?

No, your 2026 plan design remained the same as 2025.

Q. What if my medication coverage changes? Will I be notified?

If your medication moved from a preferred drug to a non-preferred drug, or is no longer covered, US-Rx Care notified you in writing with alternatives.

Q. I currently use the CVS diabetes management program. What happened when we transitioned to US-Rx Care?

As of January 1, 2026, the CVS diabetes management program ended. Most brand medications for diabetes have copay assistance options available. Be sure to ask your pharmacy about those programs. US-Rx Care may also contact you proactively to educate you regarding available manufacturer programs to reduce out of pocket costs for diabetes medications.

Q. Who can I contact with questions?

Call US-Rx Care at **877-200-5533** for any prescription benefit questions or visit US Foods' website at <http://usrxcare.com/usfoods>.