

US-Rx Care – Refreshed Frequently Asked Questions (FAQs)

We previously provided FAQs for US-Rx Care, US Foods' new drug administrator effective 1/1/2026 for BlueCross BlueShield participants. Since we know this is an important topic, we wanted to recirculate the FAQs closer to the effective date, to help you feel prepared for this change.

FAQs

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

Most active prescriptions will transfer automatically, but you will need to present your new BCBS/US-Rx Care ID Card to your pharmacy effective January 1.

Specialty medications will not transfer over. If you are on a specialty medication, US-Rx Care mailed you a letter on December 9.

Q. What if my medication requires a prior authorization from a doctor?

Certain medications will require a **Prior Authorization (PA)** from a doctor. If this applies to you, you will receive a letter from US-Rx Care (mailed December 9). You will have up to three months to complete the PA process while continuing to receive your medication. US-Rx Care will assist you through this process.

Q. When will I get my new combined BCBS/US-Rx Care ID card?

New combined BCBS/US-Rx Care ID cards will be mailed by the end of December. You will need to present your new ID Card to your pharmacy effective January 1.

Be proactive – pharmacies likely won't ask you whether you have a new ID card and may automatically fill your prescription at a higher cost. If the cost doesn't seem correct, ask questions prior to leaving the pharmacy.

Q. What if I don't receive my new card by January 1?

Go online to www.bcbsil.com and print a temporary ID card starting January 1 or contact a BCBS Health Advocate at 877-284-9293 for assistance.

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

Yes, CVS remains in network. 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 usrxcare.com/usfoods/ to find the lowest cost options near you.

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

No. Starting January 1, 2026, 90-day supplies are optional. You can choose 30-day fills at retail.

Q. What happens to my current mail order prescriptions?

Your current mail order prescriptions will be transferred to **Prescription Mart** (US-Rx Care's contracted mail order pharmacy). US-Rx Care mailed you a letter December 9 which explains how to register your mail order prescription after 1/1/2026 to ensure no break in medications. You may also refer to the [Benefits Guide](#) on usrxcare.com/usfoods/ for helpful information, including registering your mail order prescriptions.

Q. Will my copays or deductibles change?

No, your 2026 plan design will remain the same as 2025.

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

If your medication moves from a preferred drug to a non-preferred drug, or is no longer covered, US-Rx Care will notify you in writing with alternatives (mailed December 9).

Q. Does US-Rx Care have any cost-saving programs?

Yes. US-Rx Care offers tools to help lower your medication costs. If they call you or send you a letter, most often it is to help you save money.

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

You will be able to receive meters and test strips at no cost—US-Rx Care will be available to answer questions beginning January 1, 2026.

Q. Who can I contact with questions?

Call US-Rx Care at 877-200-5533, for any prescription benefit questions or visit their website at usrxcare.com/usfoods/.

Please note: US-Rx Care will not be able to answer specific questions on your prescriptions until the **go-live date of January 1, 2026**. However, they will be able to answer general questions, and any questions about letters you might have received in the mail, prior to January 1, 2026 - just let them know you are a US Foods associate.