

Bi-Mart fall 2021 disruption FAQ for providers

Questions and answers

Q. What is happening?

A. Bi-Mart announced all their pharmacies will either close or begin operating as a Walgreens pharmacy. In either scenario, this means CareOregon members will no longer have their prescriptions at a contracted pharmacy. (Walgreens has not been part of CareOregon's network for several years.)

Q. When is this happening?

A. The first Bi-Mart transition will occur October 18. The bulk of the CareOregon impact will begin October 26.

Q. How are members being notified of this change?

A. We are not aware of any communication from Bi-Mart or Walgreens to their customers. CareOregon is sending a letter to all impacted members. We are also making phone calls to CareOregon Advantage and Jackson Care Connect members who are most impacted by this change and/or who are identified as being at-risk if they do not have medications in a timely manner.

Q. Can a one-time fill be allowed at Walgreens?

A. Unfortunately, this is not currently an option. For emergency situations, please call us and follow the prompts for the Pharmacy Department:

- CareOregon: 800-224-4840 or TTY 711
- Columbia Pacific CCO: 855-722-8206 or TTY 711
- Jackson Care Connect: 855-722-8208 or TTY 711
- CareOregon Advantage: 888-712-3258 or TTY 711

We will evaluate the situation and see what options are available to help. We strongly encourage all prescriptions to be transferred immediately to an in-network pharmacy.

Q. What areas are most impacted?

A. Among the areas CareOregon serves, the Jackson County area will face the greatest disruption. That said, nearly 40 total Bi-Marts have served our members statewide in the last six months.

Q. Does this affect OHP (Medicaid) and CareOregon Advantage (Medicare) members?

A. Yes. It affects both OHP (Medicaid) and CareOregon Advantage (Medicare) members. All patients — including those outside of CareOregon — are also impacted as this is a Bi-Mart closure, not a CareOregon contracting issue.

Q. Why is Bi-Mart sending prescriptions to Walgreens?

A. This is part of a business agreement between Bi-Mart and Walgreens.

Q. How can a member fill their prescriptions?

A. We are advising members to take one of two actions:

1. Contact Bi-Mart and request that they transfer the prescription to a pharmacy in our network.
2. Ask their provider (or whoever prescribed their medicine) to write new prescriptions and send them to a pharmacy in our network. Because we don't know how quickly Bi-Mart can transfer prescriptions, we are advising members that this may be the easiest and fastest option.

Q. How can a member find another in-network pharmacy?

A. The table on the third page of this document shows the closest alternatives for the most highly impacted pharmacies. Our websites also let members search for in-network pharmacies:

- CareOregon: careoregon.org/find-a-provider
- Columbia Pacific CCO: colpachealth.org/find-a-provider
- Jackson Care Connect: jacksoncareconnect.org/find-a-provider
- CareOregon Advantage: careoregonadvantage.org/member-resources/find-a-provider

Members should choose “pharmacy” in the type of provider and search by ZIP code.

Q. Can a member pay out of pocket and be reimbursed?

A. This is strongly discouraged. Paying cash leaves the member financially at risk. While there are some scenarios in which we may reimburse a member’s out-of-pocket costs, we do not anticipate the vast majority of these to be eligible for direct member reimbursement. Nearby network pharmacies are available and should be used. If a member has already paid for a prescription, they should contact Pharmacy Customer Service for further instruction.

Q. Can Medicare members still use their OTC *plus* card at Walgreens?

A. Yes. The OTC program is a Medicare-only program and is not affected by this change. CareOregon Advantage members will still be able to use their OTC card to pay for covered items at Walgreens.

Q. What about COVID-19 vaccines?

A. In accordance with state and federal rules, all pharmacies (including Walgreens) are eligible to administer the COVID-19 vaccine.

Nearby pharmacies

Below is a table showing the closest alternatives for the pharmacies most highly impacted by this change.

Current/previous Bi-Mart	Where and when scripts will be transferred	First closest pharmacy in network	Second closest pharmacy in network	Third closest pharmacy in network
Bi-Mart 608 2280 Ashland St Ashland	TBD per Walgreens 10/28/21	Ashland Drug 53 North Second St Ashland 541-482-3366	Rite Aid Ashland 2341 Ashland St Ashland 541-482-7409	
Bi-Mart 616 990 Biddle Rd Medford	Walgreens 210 E Barnett Rd Medford 10/27/21	CVS Pharmacy 2000 Crater Lake Hwy Medford 541-779-5110	Fred Meyer Pharmacy 2424 Crater Lake Hwy Medford 541-779-4153	Safeway Pharmacy 1003 Medford Shopping Ctr Medford 541-608-3686
Bi-Mart 613 2687 W Main St Medford	Walgreens 2280 W Main St Medford 10/26/21	Fred Meyer Pharmacy 1301 Center Dr Medford 541-857-4683	Sav-On Pharmacy 113 Ross Ln Medford 541-858-5078	Walmart Pharmacy 1360 Center Dr Medford 541-772-2469
Bi-Mart 635 3225 Pacific Ave Forest Grove	Walgreens 115 N 20th Ave Cornelius 10/28/21	Safeway Pharmacy 2836 Pacific Ave Forest Grove 503-359-8706		
Bi-Mart 682 1030 SE Oar Ave Lincoln City	Unconfirmed location 11/4/21	Rite Aid Pharmacy 4041 NW Logan Rd Lincoln City 541-994-6262	Safeway Pharmacy 4101 Logan Rd Lincoln City 541-994-2500	
Bi-Mart 610 230 Redwood Hwy Grants Pass	Unconfirmed location 10/20/21	Rite Aid Pharmacy 1642 Williams Hwy Grants Pass 541-479-6698	Sav-On Pharmacy 1690 Allen Creek Rd Grants Pass 541-471-7085	
Bi-Mart 200 South 1st Pl Unit 1 Hermiston	Unconfirmed location 10/26/21	Hermiston Drug & Gift 114 Main St Hermiston 541-567-3072	Safeway Pharmacy 990 Hwy 395 S Hermiston 541-564-1285	Walmart Pharmacy 1350 North 1st St Hermiston 541-567-5323