



Network Provider Update

To: Network Providers

October 2020

From: Alison Kristen Lum, PharmD *AKL*
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Subject: Pharmacy claim vendor change effective January 1, 2021

Effective January 1, 2021, Blue Shield of California and Blue Shield of California Promise Health Plan will transition from SS&C to CVS Health (CVSH) for pharmacy claim processing and related services for all lines of business. We expect a seamless transition to the new claim processing platform and minimal member disruption with this change. This change is operational in nature, and there will be no benefit, formulary, or network changes due to the transition.

One area where you should expect to see a change is the way you access and receive monthly CALINX Rx claims data. The transition to CVSH and enhanced data security will require each user to register with a personal login and password to access CALINX Rx data after January 1, 2021.

CVSH is contacting provider groups to provide additional information and instructions, including how to create new logins and passwords.

You can continue to obtain CALINX Rx pharmacy claims data using the current SS&C process through January 31, 2021.

Should you have any questions, please send an email to bsccalinxrx@blueshieldca.com. We will make every effort to respond promptly to your inquiry.

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