HealthSpring℠

Starting on January 1, 2027, your Blue Cross Group MedicareRx (PDP)℠ plan will change to a HealthSpring Medicare Part D prescription drug plan.

This document answers questions you may have and provides important resource information.

Frequently Asked Questions (FAQ)

General Questions

Who is HealthSpring?

HealthSpring is a national health insurance brand, owned and operated by the same company that manages your 2026 Blue Cross Group MedicareRx (PDP) plan. As your trusted health partner, we're here to help empower you to live a vibrant, healthy life.

Does this change affect my 2026 Medicare Part D prescription drug plan?

No. Your prescription drug plan benefits for 2026 will not change. You'll remain enrolled in and covered by your 2026 plan through December 31, 2026.

How can I learn about my 2027 HealthSpring Part D plan?

- We will mail you an **Annual Notice of Change (ANOC)** this fall. It shows a side-by-side comparison of your 2026 and 2027 cost-shares and benefits.
- Next, you will receive an Informational Kit featuring a **Member Handbook** with more details on how your plan works.
- We may also reach out by mail later this year if there are any drug list (formulary) or pharmacy network changes and explain what that will mean for you.

Watch your mail for important plan information from HealthSpring.

How will enrollment work for my 2027 HealthSpring Part D plan?

Your enrollment process depends on your Group plan's enrollment process. Your employer or benefits office will share more details on your plan's renewal process later this fall and let you know if additional action is required.

Will my member ID number change?

No. You will continue to use the same member ID at HealthSpring that you use now. We'll mail you a HealthSpring ID card in December 2026 to use for your 2027 HealthSpring Part D plan.

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General Questions (continued)

Who do I contact if I have additional questions about my 2027 plan?

For questions about your 2027 HealthSpring Medicare Part D plan, please call HealthSpring Customer Service at **1-800-347-2516 (TTY 711)**, 7 days a week, 8 a.m. – 8 p.m. local time. Our automated phone system may answer your call during weekends from April 1 to September 30.

Your ANOC will also include website details where you can review 2027 Part D plan materials online.

Note: Your plan documents may include a different customer service phone number. For the best experience, be sure to use the customer service phone number and website listed in the plan materials you receive this fall.

Who do I contact if I have additional questions about my 2026 plan?
For help with your 2026 plan, please continue to call your plan's Member Services at the number on your 2026 member ID card.

Plan Documents

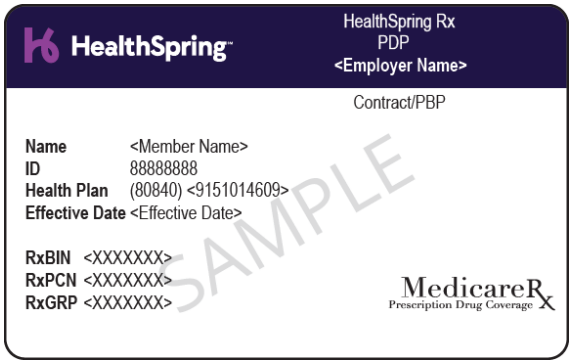
When will I receive my Annual Notice of Change (ANOC) mailing?
We will mail you an Annual Notice of Change (ANOC) this fall. It shows a side-by-side comparison of your 2026 and 2027 cost-shares and benefits.

When will I get my HealthSpring ID card?

We will mail you a HealthSpring ID card in December 2026. Starting January 1, 2027, you can log in to your account at **myHealthSpring.com** to view or download your digital HealthSpring ID card.

Your member ID will stay the same at HealthSpring, so the member ID that appears on your 2027 ID card will be the same as the member ID that appears on 2026 Part D plan ID card.

Here is a sample of what your HealthSpring ID card will look like:



Where can I find 2027 HealthSpring plan documents online, such as the Drug List (Formulary), Evidence of Coverage (EOC) Snapshot, Member Handbook and Annual Notice of Change (ANOC)?

Beginning January 1, you can go to **myHealthSpring.com** to view plan documents for your 2027 HealthSpring Part D plan.

Pharmacy Network

How can I check if my pharmacy is in the HealthSpring network?

HealthSpring includes more than 60,000 network pharmacies across the country*, including national chains, regional chains, and local independent pharmacies.

Your ANOC will include the website for your online pharmacy directory and your plan's pharmacy network name so you can check if your pharmacy is in the network.

We recommend checking before January 1, 2027, to avoid delays or unexpected costs when filling your prescriptions.

Prescriptions and Drug Coverage

How can I find out if my prescription drugs are covered by HealthSpring?

Your ANOC will include more information on how to view the Drug List (formulary) for your 2027 HealthSpring Part D plan online. Or you can call Customer Service.

What if my prescription drugs are not covered by HealthSpring?

You may have options, such as switching to a covered drug, requesting an exception or paying out-of-pocket. Talk to your provider or call Customer Service to review your options.

Can I get a temporary supply of my medication if it's not covered by HealthSpring?

In most cases, you can receive a temporary (transition) supply of your medication while you and your provider review other options. Call Customer Service at for more information.

Do I need to get new prescriptions to use my HealthSpring coverage?

Most members will not need new prescriptions, and their pharmacy can continue to process their existing prescriptions.

If your prescription is expired, has no refills left, or changes are needed to your medications, your doctor may need to provide a new prescription.

If you are currently using home delivery through Walgreens Mail Service, you can have your prescription transferred to a Walgreens retail pharmacy or ask your doctor to send a new prescription to Express Scripts Pharmacy for home delivery.

If I have a coverage review approval or prior authorization with my 2026 Medicare prescription drug plan, will it transfer to HealthSpring?

Prior authorizations or coverage approvals will usually carry over to your HealthSpring plan. However, some authorizations have expiration dates or may need to follow your 2027 plan's coverage rules. This means certain medications may require a new or renewed authorization after January 1, 2027. If that happens, your pharmacy or doctor can help request a new authorization and will let you know if any action is needed. Call Customer Service for more information.

Member Portal / Online Account

Does HealthSpring have a member portal or online account? Do I have to register for it?

Yes. myHealthSpring is a secure online portal for your HealthSpring Part D plan. You can view claims, download your digital ID card, manage prescriptions and more. Starting January 1, 2027, you can log in at **myHealthSpring.com** or download the myHealthSpring mobile app.

Note: myHealthSpring only gives you access to your 2027 HealthSpring plan information. You will continue to have access to the member portal you use today and be able to see your 2026 claims and documents.

How will myHealthSpring differ from the online member portal/account I use for my 2026 plan?

myHealthSpring works similarly to the online member portal/account used by your 2026 plan. Some differences you may notice when using myHealthSpring:

- The pages will not look like your 2026 plan's member portal.
- How you get to certain plan details or tools may be different, but they are still available.
- myHealthSpring only gives you access to your 2027 HealthSpring plan information.

Starting January 1, 2027, log in at **myHealthSpring.com** to get familiar with your new member portal.

Claims and Explanation of Benefits (EOB)

Will I be able to access my Explanation of Benefits (EOB) online for my HealthSpring plan?

Yes. Starting January 1, 2027, you can log in to **myHealthSpring.com** to:

- Access your EOBs in the Claims section. Note: To enable this, you will first need to go to the Pharmacy page and click the link to go to Express Scripts® Pharmacy so you can select the PDP Paperless preference for your PDP EOBs.
- Access your EOBs directly from Express Scripts Pharmacy by clicking the link on the Pharmacy page.

Note: myHealthSpring only gives you access to your 2027 HealthSpring plan information. You will continue to have access to the member portal you use today and be able to see your 2026 claims and documents.

How can I see claims for my 2026 plan after December 31, 2026?

You will need to check your 2026 plan's online member portal/account or contact your 2026 plan's Member Services.

Caregiver Documentation

If I have a caregiver or someone who helps me with my health benefits, do I need to provide any documents to HealthSpring?

If you provided legal documentation to your 2026 plan, call HealthSpring Customer Service to see if any documentation is needed. In most cases the legal documentation you previously provided will be carried over to your 2027 HealthSpring plan.

If you need to add or update a caregiver, you will need to mail or fax HealthSpring a copy of the legal documentation, such as a Power of Attorney or Conservatorship. Please include your member ID so the documents can be added to your record. Your member ID will stay the same at HealthSpring, so you can use the member ID for your 2026 Part D plan.

- Mail to:
  HealthSpring
  PO Box 266108
  Weston, FL 33326
- Fax: 1- 855-345-4761

Additional Questions

Who do I contact if I have additional questions about my 2027 plan?

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Who do I contact if I have additional questions about my 2026 plan?

For help with your 2026 plan, please continue to call your plan's Member Services at the number on your 2026 member ID card.

*Based on internal analysis of the HealthSpring nationwide Medicare pharmacy network, July 2026.

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