

FAQ — Kaiser Permanente’s 2020–21 Lane County Pharmacy Network

Overview

Our May 2020 move from the Downtown Eugene Medical Office to Chase Gardens Medical Office will include the addition of an onsite Kaiser Permanente-owned and -operated pharmacy. We are making a phased network approach to accommodate this change.

- **Phase 1:** Starting July 1, 2020, the 2 network pharmacies closest to the new pharmacy will be removed from our network to reduce duplication of pharmacy services.
- **Phase 2:** Starting January 1, 2021, we will strategically update our network pharmacy locations to offer more convenient access throughout Eugene and Springfield for our Kaiser Permanente members. KP Commercial HMO members will be subject to First Fill requirements within the contracted network excluding the Florence pharmacy.

Kaiser Permanente 2020–21 Pharmacy List (Eugene-Springfield)

Pharmacy Name & Address	1/1– 4/30/2020	May 2020	July 2020	January 2021
Kaiser Permanente Chase Gardens Pharmacy NEW! 360 S. Garden Way Eugene, OR 97401	Not available	Available	Available	Available
Hirons Drug 1950 Franklin Blvd. Eugene, OR 97403	Available	Available	Not available	Not available
Safeway Pharmacy 1891 Pioneer Pkwy. E. Springfield, OR 97477	Available	Available	Not available	Not available
PHASE 2, JANUARY 2021				
Sav-On Pharmacy NEW! 55 Division Ave. Eugene, OR 97404	Not available	Not available	Not available	Available*
Safeway Pharmacy NEW! 1500 Coburg Rd. Eugene, OR 97401	Not available	Not available	Not available	Available*
River Road Pharmacy NEW! 884 River Rd. Eugene, OR 97404	Not available	Not available	Not available	Available*
Sav-On Pharmacy 311 Coburg Rd. Eugene, OR 97401	Available	Available	Available	Not available
Sav-On Pharmacy 4740 Royal Ave. Eugene, OR 97402	Available	Available	Available	Available*
Safeway Pharmacy 700 Hwy. 101 Florence, OR 97439	Available	Available	Available	Available
Hirons Drug 185 E. 18th Ave. Eugene, OR 97401	Available	Available	Available	Available*

*Beginning January 2021, Kaiser Permanente commercial HMO members are subject to First Fill requirements within the contracted network.

Q: Why are you making these pharmacy changes?

A: The introduction of the Kaiser Permanente Chase Gardens in-clinic pharmacy means members will have one-stop convenience. Doing this also allows us to deliver on our affordability promise to our employer groups and members, who benefit from Kaiser Permanente’s national buying power to reduce the rising costs of prescription medications.

Q: How do the pharmacy changes impact Kaiser Permanente members?

A: Members paneled to a Kaiser Permanente provider (currently 83% of our membership) will be able to pick up their prescriptions before leaving their primary care appointments.

For members who use a network pharmacy, our Kaiser Permanente pharmacy team will ensure that members picking up prescriptions continue receiving evidence-based prescribing, medication monitoring and tracking, and affordability.

Effective July 1, 2020, with the new pharmacy opening, our members on HMO plans will be encouraged to use our Chase Garden Pharmacy or one of the following local pharmacies:




- Hiron's at 185 E. 18th Ave., Eugene, OR 97401
- Albertson’s at 311 Coburg Rd., Eugene, OR 97401
- Albertson’s at 4740 Royal Ave., Eugene, OR 97402
- Safeway at 700 US Hwy 101, Florence, OR 97439

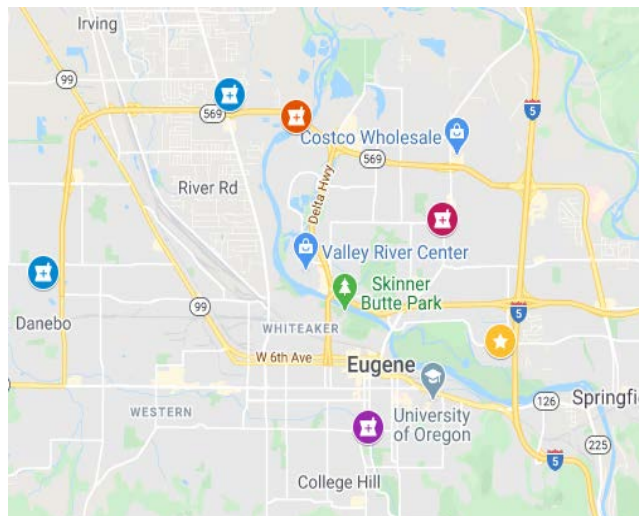
Due to the proximity of the Chase Gardens location, the following pharmacies will be no longer be part of the Kaiser HMO network (effective July 1, 2020):

- Hiron's at 1950 Franklin Blvd., Eugene, OR 97403
- Safeway at 1891 Pioneer Pkwy E., Springfield, OR 97477

Our members on our Added Choice plans may take advantage of the Chase Gardens Pharmacy or continue to use any MedImpact pharmacy to fill prescriptions at tier 2 cost shares.

While we will remove the 2 pharmacies closest to our new Kaiser Permanente Chase Gardens facility from our network in July 2020, we’ll add more in-network pharmacies starting in January 2021 for members to visit. (See map below for 2021 network pharmacy locations.) Kaiser Permanente commercial HMO members will follow First Fill requirements within the contracted network in 2021.

-  RIVER ROAD PHARMACY
-  SAFEWAY PHARMACY #420
-  Hiron's #1
-  SAV-ON PHARMACY #513
-  SAV-ON PHARMACY #560



Q: What is pharmacy First Fill, and why will it take effect at the network pharmacies in 2021?

A: First Fill means the first time a member fills a maintenance prescription during the calendar year, and eligible First Fill prescriptions can be written for 90 days. If a member has filled a maintenance prescription (medications prescribed for chronic, long-term conditions and are taken on a regular, recurring basis) before January 2021, they'd be eligible for one more fill that year.

After the First Fill in 2021, if a member tries to pick up a second fill of a maintenance medication at a **network pharmacy**, the member will be directed to our **Kaiser Permanente pharmacy**. If a member goes to a pharmacy that has been removed from the network, the member will be notified that the pharmacy is no longer in network.

New in January 2021, Kaiser Permanente commercial HMO members can pick up their new prescription of an acute medication (medications prescribed for a sudden onset of illness and taken for a short duration) or the first fill of a maintenance medication at one of our network pharmacies. After initial fill, maintenance medications must be filled through Kaiser Permanente mail order or at the Chase Gardens Pharmacy.

Q: How does Kaiser Permanente mail order work?

A: Mail order is a fast, no-cost home delivery option available for NEW and refill prescriptions.

Kaiser Permanente Mail Order Facts:

- While industry standard for mail-order pharmacy is 7 to 14 days, 90% of Kaiser Permanente mail-order prescriptions arrive within 3 or 4 days.
- 82% of prescriptions currently written by Kaiser Permanente providers in Eugene-Springfield are filled via mail order.
- Ordering is easy, and most members see savings on copays via a 3-month supply for the price of 2.

Kaiser Permanente Mail Order Process:

1. To activate a prescription, sign in to the Kaiser Permanente app, visit kp.org, or call 1-800-548-9809.
2. Click on your prescription and select mail-order.
3. Track your prescriptions by choosing to receive text or email notifications.

Q: What are the Chase Gardens Pharmacy hours of operation?

A: Weekdays, 8 a.m. to 8 p.m., weekends, 9 a.m. to 5 p.m., and closed on holidays.

Q: How are these network pharmacy changes being communicated to employer groups, vendors, and members?

A: To ensure that network pharmacies changes are as seamless as possible for customers, our Marketing & Communications Department developed a comprehensive communications plan to share updates regarding our May, July, and January network updates.

Employer Groups: Our Account Management team will be contacting groups by email and phone to share information on the change. They'll also be providing a FAQ document. Information will also be available on our Lane B2B website.

Partner Pharmacies: Kaiser Permanente has informed the two impacted partner pharmacies closest to the Chase Garden Pharmacy location about the July network changes.

Members: Member letter detailing pharmacy change that go into effect in July 2020, changes reflected in the New Member Welcome Book, updates to member information available online, First Fill notification and explanation of what to do after a First Fill prescription and Provider Directory updates.