

PEBB Member FAQ

90-day Supply Program for Maintenance and Value Drugs

When did this program begin?

- This program became effective on **January 1, 2026**.

When is the deadline for me to change pharmacies and/or update my prescription to a 90-day supply?

- **Action is needed by March 1, 2026:** A 90-day supply of all maintenance medications and value drugs must be filled at a preferred mail-order or retail pharmacy for most members.

What is the 90-day Supply program?

- As part of your 2026 benefits, Providence Health Plan Powered by Collective Health has implemented this program to help members who are currently taking maintenance or value drugs reduce out-of-pocket costs for select drugs by filling them for a 90-day supply.
- In addition, through this work, Providence Health Plan Powered by Collective Health can better align with your organization's core values of stewardship and affordability.

Why was I sent a letter?

- Our records show that you are currently taking a maintenance medication or value drug and:
 - You **are using** one of Providence's preferred retail or mail-order pharmacies and **are not currently receiving a 90-day supply**.

OR

- You **are not using** one of Providence's preferred retail or mail order pharmacies and **may not be receiving a 90-day supply**.

What happens if I don't want to participate in this program?

- If you choose not to receive a 90-day supply of your maintenance or value medication at a preferred retail or mail-order pharmacy, you will be responsible for the full cost of the drug.

What does this change mean to me?

- Certain medications that are taken regularly called maintenance medications **and** drugs listed on the value tier, need to be filled from either a mail-order pharmacy or a preferred retail pharmacy.
- Getting a 90-day supply of your maintenance medication at a preferred retail or mail-order pharmacy saves money because you pay only 2 ½ copays instead of 3.
- Value drugs have a \$0 copay when you use a mail order or a preferred retail pharmacy.

When were letters mailed to members?

- Beginning **November 1, 2025**: A 60-day notification letter was mailed to all PEBB members who were taking a prescribed maintenance medication or a value drug.
- Ongoing letters: Members who filled prescriptions for less than a 90-day supply received an additional letter informing them that they will need to transition to a 90-day supply.

What are the next steps and how do I change to a participating pharmacy?

- Select a mail-order or preferred retail pharmacy:
 - To find a preferred retail pharmacy, visit join.collectivehealth.com/pebb-php.
 - Click “Search Doctors”, and search “Pharmacy.”
 - Mail-order pharmacy options can be found on the PEBB Pharmacy Resources page: ProvidenceHealthPlan.com/Public-Employees-Benefit-Board-PEBB/Pharmacy-Resources
- Contact the new pharmacy and have them transfer all your maintenance and/or value drugs from your current pharmacy directly to them.
- You can also contact your doctor to have them send new prescriptions for your maintenance and/or value drugs to your new pharmacy. NOTE: Be sure to ask for a 90-day supply of your prescriptions.

Will I pay more if I don't participate?

- Yes, if you choose not to receive a 90-day supply of your maintenance or value medication at a preferred retail or mail-order pharmacy, you will be responsible for the full cost of the drug.

Where can I find a list of the maintenance and value drugs?

- This information can be found on the 2026 drug formulary:
 - Maintenance drugs are identified by a Maintenance flag indicator on the formulary:



- Value drugs are identified as having a Status equal to:



- You can access your formulary by visiting the PEBB Pharmacy Resources page: ProvidenceHealthPlan.com/Public-Employees-Benefit-Board-PEBB/Pharmacy-Resources
 - To view the formulary: Scroll down to the “Your plan formulary” section and select the “2026 Formulary” button.

Where can I find information about what pharmacies I can use?

- Information regarding participating pharmacies can be found by visiting the PEBB Pharmacy Resources page: ProvidenceHealthPlan.com/Public-Employees-Benefit-Board-PEBB/Pharmacy-Resources
- Find a preferred retail or mail-order pharmacy:
 - To find a preferred retail pharmacy, visit join.collectivehealth.com/pebb-php.
 - Click “Search Doctors”, and search “Pharmacy.”
 - Mail-order pharmacy options can be found on the PEBB Pharmacy Resources page.

What mail-order pharmacies can I use?

- Postal Prescription Services:
 - Phone Number: 800-552-6694
 - Website: www.ppsrx.com
- Costco Home Delivery (**Costco membership is not required**):
 - Phone Number: 800-607-6861
 - Website: www.rx.costco.com

Do I need to notify my doctor, or will Providence do that for me?

- It is not required that you notify your doctor of the change to your new mail-order or preferred retail pharmacy, but it is recommended that you do. Your doctor’s office will notate the change in your medical records.

Do I have to switch pharmacies for all the medications that I'm taking?

- No, you do not, but it may save you money and it will be more convenient to have all your medications at one pharmacy. NOTE: Specialty and compounded medication cannot be filled by mail-order or preferred retail pharmacies, so these prescriptions do not need to be transferred.

I've already received two refills, and my pharmacy is telling me that my next refill is not covered, why?

- You are given two refills, allowing you time to take the appropriate action(s):
 - Transfer your prescription to a preferred retail or mail-order pharmacy and/or fill for a 90-day supply.
 - NOTE: All future refills will be denied until you take the appropriate action(s).

My pharmacy is telling me that Providence Health Plan Powered by Collective Health is no longer paying for my maintenance medication or value drug, why?

- You have already received two refills of your medication and have not moved to a preferred retail or mail-order pharmacy and/or are not getting a 90-day supply.

My doctor has prescribed a new medication which is on the maintenance medication or value drug list, does this program apply to me?

- Yes, you will need to have your new prescription filled at a preferred retail or mail-order pharmacy, and for a 90-day supply.

My Providence Health Plan Powered by Collective Health insurance is my secondary coverage; do I have to participate in this program?

- No, participation is not required.
 - NOTE: Be sure to verify that your pharmacy has Providence Health Plan Powered by Collective Health entered as your secondary insurance coverage.

My original prescription was written for a 30-day supply with multiple refills, but the pharmacy is telling me that they can't use it to fill for a 90-day supply. What do I do?

- There are two things you can do. First, you can request that your pharmacy contact your doctor for a new prescription for a 90-day supply. Second, you can contact your doctor directly and request a new 90-day supply prescription. In both cases, be sure to ask that your new prescription includes refills.

My doctor prescribed me a new maintenance/value medication and told me that I won't be on it for very long. Will I be required to get a 90-day supply?

- No, we don't want you to have extra medication that won't be used. All you'll need to do is contact Collective Health at 855-284-1368 and request that an exception be allowed.

What if I or my doctor have additional questions or concerns?

- Please reach out to Providence Health Plan Powered by Collective Health at **855-284-1368**, 4 a.m. to 6 p.m. (Pacific Time), Monday through Friday, and 7 a.m. to 11 a.m. on Saturday.

Can I file a complaint?

- Yes, you have the right to file a grievance.