

With Insurance Companies Making Decisions That Cripple Pharmacies, Access to the Healthcare You Trust Could Be at Risk

As a customer, you trust that your insurance plan will make decisions on your behalf that will make the healthcare system stronger, more affordable, and fair to healthcare providers. Because of recent changes to your health plan by Arkansas Blue Cross Blue Shield and Ambetter of Arkansas, pharmacists are being reimbursed for medications at prices that are below what it costs for the pharmacy to buy the pills. Too often, your pharmacist has to choose to either turn away a patient's prescription or lose money to fill it.

With an unsustainable business model like that, pharmacies across Arkansas may soon begin to close and your access to the care you trust may be affected. You deserve to make choices for your healthcare based on your needs, not a company's bottom line.

The following is an example you can use to email the Arkansas Blue Cross Blue Shield CEO Curtis Barnett or Ambetter of Arkansas CEO John Ryan. If you have insurance through one of these companies, reach out to them today and tell them to pay pharmacists fairly so that your access to care isn't disrupted. Make sure to have your Member ID ready if you call and include it in the text if you email.

Arkansas Blue Cross Blue Shield CEO Curtis Barnett: **cebarnett@arkbluecross.com**
Arkansas Blue Cross Blue Shield Pharmacy Support Line: **501-378-2010**

Ambetter of Arkansas CEO John Ryan: **jryan@centene.com**
Ambetter of Arkansas Pharmacy Support Line: **1-877-617-0390**

Mr. Barnett / Ryan:

My name is _____ and I live in _____, Arkansas. Throughout my life, I've put my trust and my life in the healthcare profession. I trust my doctor to use his experience to make decisions on my treatment, I trust my pharmacist to use her knowledge of medications to keep me safe and healthy, and, as an **(Arkansas BlueCross BlueShield or Ambetter)** customer, I trust my insurance company to determine a fair way to pay for my care that allows me to make decisions in my health as well.

Recently, I've learned that my pharmacists are being paid in a way that threatens to close their pharmacy. It's not a matter of profit margins, they are actually losing money on my prescriptions. This news worries me because I depend on my local pharmacist for more than just filling a prescription. I'm contacting you to ask you to please reconsider these pricing changes so that my pharmacist of choice will stay a part of my healthcare team and that I'll be able to make decisions based on what I need for my health and wellbeing.

Sincerely,

Name
Member ID#: _____