



MASSACHUSETTS

PHARMACY ADVISOR HELPS YOU STAY ON TRACK WITH YOUR MEDICATIONS

Managing medications to treat a condition can be complicated. Pharmacy Advisor helps you stay on track with your medications through support, education, and a customized action plan.



TARGETED CONDITIONS

PHARMACY ADVISOR PROVIDES SUPPORT IF YOU HAVE ONE OF THESE CONDITIONS:

- Asthma
- Breast Cancer
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure
- Coronary Artery Disease
- Depression
- Diabetes
- Dyslipidemia (unhealthy cholesterol levels)
- Hypertension
- Osteoporosis

HOW PHARMACY ADVISOR WORKS

If you're having a hard time taking your medications consistently or as directed, a pharmacist will reach out to offer you personalized, one-on-one support. The pharmacist will discuss ways to manage your health, the importance of taking medications regularly, and offer solutions to help you overcome potential barriers. You'll receive a customized action plan that will help you stay on track, including ways to save money on your medications. You'll also be provided with an opportunity to enroll in a disease management program.

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GET ADDITIONAL SUPPORT

In addition to one-on-one support from a pharmacist, you'll receive support based on your communication preferences, such as phone, mail, text, and email. To update your preferences:

- 1 Download the MyBlue app, or create an account at bluecrossma.org.
- 2 Once signed in, click **Pharmacy Benefit Manager** under **My Medications**.
- 3 Go to **Profile**.
- 4 Select **Communication preferences** under **Update My Profile**.

Questions?

If you have any questions, call the Pharmacy Advisor Team at **1-866-209-5095 (TTY: 711)**.



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Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).