

2026 Pharmacy Benefit FAQs

RxAdvance is the pharmacy benefits administrator for Amazon's Basic, Enhanced, Premium, and Health Savings medical plans in 2026. RxAdvance partners with Aetna, Cigna, and Premiera in administering Amazon's Health Plans.

Here is a list of frequently asked questions:

What is a “pharmacy benefits administrator” and why would I use one?

A Pharmacy Benefits Administrator (PBA) coordinates the prescription drug benefit that comes with your medical insurance, including drug coverage policies, pharmacy claims processing, and prior authorization requests. It serves as the hub connecting your prescription drug coverage with pharmacies, home delivery pharmacies, and specialty pharmacies. Amazon's Pharmacy Benefit Administrator in 2026 is RxAdvance. While RxAdvance doesn't dispense medications directly, they are best positioned to answer questions about drug coverage and cost, as well as in-network retail, mail order, and specialty pharmacies.

What's changing with pharmacy benefits in 2026?

RxAdvance is the Pharmacy Benefits Administrator (PBA) for Amazon's Basic, Enhanced, Premium, and Health Savings medical plans starting in 2026. This means if you currently have Express Scripts, your pharmacy benefit will be provided by RxAdvance in 2026. Key features of Amazon's 2026 Pharmacy program through RxAdvance include:

- A wide network of neighborhood retail pharmacies
- Mail-order service through Amazon Pharmacy Home Delivery
- Specialty pharmacy service through Optum Specialty Pharmacy, with a limited number of specialty medications also available through Amazon Pharmacy

Most people won't be impacted by this change and will be able to continue filling their prescriptions as they currently do. Less than 2% of Amazonians and their covered family members may need to switch pharmacies or work with their doctor to change medications based on new coverage rules. If you're impacted, you'll get communications about the changes and any action you need to take.

Why am I receiving calls about my prescriptions?

You may receive calls from the Concierge Transition Team because you currently fill specialty medications that will need to be transferred to one of our preferred pharmacies or otherwise provide you with personalized support through this transition. These calls are legitimate and are designed to guide and support you through this transition.

Who is the Concierge Transition Team?

The Concierge Transition Team consists of pharmacy specialists from RxAdvance who are dedicated to ensuring your transition is smooth and uninterrupted. They are authorized representatives of your Amazon Benefits plan.

How do I know these calls are legitimate?

The Concierge Team representatives will:

1. Identify themselves as calling on behalf of Amazon Benefits and RxAdvance

2. Never ask for your Social Security Number or complete credit card information
3. Only discuss your specialty pharmacy prescriptions and the transition process
4. Provide a callback number (1-800-991-3164) that matches official Amazon Benefits communications

Will I receive a new ID card?

Yes. Every member enrolled in Amazon's Basic, Enhanced, Premium, or Health Savings medical plan will receive a new, combined Medical and Prescription ID card for use after January 1, 2026. Cards will be mailed to you in December 2025 and will also be available electronically on A to Z Benefits. To ensure your prescriptions are covered and avoid any delays in filling your medications, make sure you share your new ID card with your pharmacy. In 2026, your pharmacy will need to submit electronic claims with the RxAdvance information listed on your new ID Card: your Member ID, RxGroup AMAZON2, RxBIN 610315, RxPCN RXA279.

What are the key differences between my current and new pharmacy plan?

The changes are:

- Pharmacy network changes
- Specific medication coverage through the drug formulary

How your plan pays for prescriptions will stay the same — the cost of your prescription, plan deductible, out-of-pocket maximum, and what's covered when you use an out-of-network pharmacy will not change.

A formulary is a list of medications your prescription drug plan covers. These medications are grouped into different price levels (called tiers). Your out-of-pocket cost depends on which tier your medication is in. Different medical plans may have different formularies, so the drugs covered and their costs can vary based on your plan. Some medications may need approval from your plan, called prior authorization, before they're covered. Go to amazon.rxacloud.com to confirm which prescription drugs are covered, and which are not.

Can I still use the same retail pharmacy I currently use?

In nearly every case, you will be able to continue using the same neighborhood retail pharmacy. RxAdvance has an extensive national network of retail pharmacies. Use the pharmacy locator tool on amazon.rxacloud.com to confirm your pharmacy is in the RxAdvance network. If you need support, contact RxAdvance at [1-800-991-3164](tel:1-800-991-3164).

Make sure you share your new combined Medical and Prescription ID card with your pharmacy the first time you fill prescriptions in 2026. Cards will be mailed to you in December 2025 and will also be available electronically on A to Z Benefits.

Will my current prior authorizations transfer to RxAdvance?

Yes. Express Scripts Prior Authorizations will automatically transfer to RxAdvance, with the PA's original expiration date, or March 31st 2026, whichever is later.

What if I use Express Scripts Mail Order Pharmacy for home delivery?

For 2026, Amazon Pharmacy is the exclusive home delivery pharmacy for all plans. Express Scripts Home Delivery will no longer be an option. Amazon Pharmacy offers fast home delivery, 24/7 access to a pharmacist, auto-refills, and your lowest copays.

On January 1, 2026, any remaining refills with Express Scripts Home Delivery will automatically transfer to Amazon Pharmacy and you will be prompted to set up an account to continue with mail delivery. Prior to the transition, you'll receive instructions on how to set up your Amazon Pharmacy account to ensure continuous access to your medications. Any new prescriptions should be sent to Amazon Pharmacy.

If your prescription is out of refills, you will need a new prescription sent to Amazon Pharmacy, or to your preferred neighborhood retail pharmacy. If you need support, contact RxAdvance at [1-800-991-3164](tel:1-800-991-3164).

How do I get started with Amazon Pharmacy?

Create your Amazon Pharmacy account on [A to Z Benefits](#) or the [Amazon Pharmacy](#) website. Then, have your doctor send your prescription to Amazon Pharmacy through an electronic prescription to amazon.com – Amazon Pharmacy Nationwide Home Delivery, by fax at 512-884-5981 or by phone at 855-206-3605. After Amazon Pharmacy has received your prescription, you'll need to sign in to place an order. If you have an Amazon Basic, Enhanced, Premium, or Health Savings medical plan, you can call Amazon Pharmacy line with questions at 1-866-597-5213.

What if I already have an account with Amazon Pharmacy?

If you already have an Amazon Pharmacy account, Amazon Pharmacy will automatically update your insurance information with your new Rx Group, BIN, and PCN information located on your medical ID card. Before you check out with your first fill in January 2026, be sure your insurance information has been updated. Amazon's RxAdvance Pharmacy Benefit information on Med/Rx ID Cards is:
RxGroup AMAZON2, RxBIN 610315, RxPCN RXA279.

What is the benefit of using Amazon Pharmacy Home Delivery?

You can get 30 and 90-day prescriptions delivered to your home with fast, free shipping. Beginning in 2026, 180-day prescriptions of select, low-cost maintenance medications will also be available through Amazon Pharmacy. When filling at Amazon Pharmacy, you'll find your plan's lowest copays for generic and preferred brand medications. Unlike other mail-order pharmacies, Amazon Pharmacy accepts manufacturer coupons. Amazon Pharmacy also offers services like convenient dose packaging and automatic refills to help you stay on track with your medications.

Where can I learn more about Amazon Pharmacy Home Delivery as a mail-order pharmacy option?

Information about Amazon Pharmacy can be found on [A to Z Benefits](#) and the [Amazon Pharmacy](#) website.

What if I use Accredo or Walgreens Specialty Pharmacy for specialty medications in 2025?

Specialty medications can be filled through Optum Specialty Pharmacy. Amazon Pharmacy can also fill a limited number of specialty medications. Details about filling specialty medications are available at amazon.rxacloud.com. After selecting your plan, choose the Cost Estimator tool to search coverage and cost details for your prescribed therapy.

If you currently use Accredo Specialty Pharmacy or Walgreens Specialty Pharmacy, you will receive notifications with next steps and an offer of concierge support to help you make the transition to Amazon Pharmacy or Optum Specialty Pharmacy with ease. Any remaining open refills you have through Walgreens or Accredo will automatically transfer to your specialty pharmacy. If you need support, contact RxAdvance at [1-800-991-3164](tel:1-800-991-3164).

How do I look up the price of my current medications to see what my cost will be under RxAdvance?

You can check the price of your medication by visiting amazon.rxacloud.com. If you need help, you can call RxAdvance at [1-800-991-3164](tel:1-800-991-3164) for assistance.

How will I know if I'm impacted by a change in drug coverage?

If you are impacted by a change in how your drug is covered, you will receive a letter from RxAdvance with details on the change, your options, and next steps. RxAdvance is available to provide support and answer all of your questions at [1-800-991-3164](tel:1-800-991-3164).

Will RxAdvance or any of its network pharmacies share my personal health information with my employer or another third party?

No. Under federal law (HIPAA), any personal health information you share with RxAdvance or its network pharmacies is confidential and is not shared with your employer or any third party that is not directly involved in your care.

Who can I contact with questions about this change?

RxAdvance Member Services is ready to answer pharmacy benefit questions. RxAdvance is available by phone at [1-800-991-3164](tel:1-800-991-3164). Self-service tools are available at www.amazon.rxacloud.com, where you can find drug costs and coverage information, in-network neighborhood retail pharmacies and learn about savings through Amazon Pharmacy Home Delivery.