amazon | benefits

2027 Pharmacy Benefit FAQs

RxAdvance is the pharmacy benefits administrator for Amazon's Essential Plan, Premium Plan, and Health Savings Plan. In 2027, RxAdvance will partner with Premera Blue Cross Blue Shield 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 2027 is RxAdvance. While RxAdvance doesn't dispense medications directly, they administer your prescription benefit which means they are best positioned to answer questions about drug coverage and cost, as well as in-network retail, mail order, and specialty pharmacies.

What does Amazon's Prescription Drug Plan offer?
RxAdvance is the Pharmacy Benefits Administrator (PBA) for Amazon's Essential Plan, Premium Plan, and Health Savings Plan. Key features of Amazon's Pharmacy program include:

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

What's changing with pharmacy benefits in 2027?

- The shared medical/pharmacy deductible for the Premium Plan which is increasing from $0 to $250 for an employee, to $500 for employee plus spouse or children, and $750 for a full family. This deductible is an *embedded* deductible which means that once any covered plan participant has paid $250 for their own care, their individual deductible is met for the plan year.
- Amazon's clinical policy governing weight loss drugs is expanding to include members with a BMI of 40 or higher and one documented qualifying obesity-related comorbidity may now be eligible with confirmation from a licensed health care provider.
- The plan's formulary evolves over time as new products are available, additional indications are approved and pricing changes. As such, every year members can review their prescriptions at https://amazon.rxacloud.com/ or on the RxAdvance Member Portal, accessible from Amazon A to Z https://atoz.amazon.work/amazonbenefits/pharmacy/details to identify whether there are any changes in copay or coverage.

What is the plan's prescription drug formulary?
Every year, the list of prescription drugs covered by the plan – often called the formulary – evolves with the ever changing clinical, economic and regulatory landscape. New medications are approved by the FDA, existing drugs may lose patent protection and become available as lower-cost generics, and updated medical research may show that certain treatments work better or are safer than others. At the same time, the cost of medications

can shift due to pricing changes and new agreements with drug manufacturers. These updates help ensure that the plan continues to offer safe, effective, and affordable medication options. While most covered drugs stay the same from year to year, some may be added, removed, or moved to a different cost-sharing tier. If at any time, a medication you take is affected by a formulary change, RxAdvance will notify you in advance so you and your doctor can plan accordingly.

Some medications may need approval from your plan, called prior authorization, before they're covered. Go to https://amazon.rxacloud.com/ to confirm which prescription drugs are covered, and which are not.

Will I receive a new ID card?
New members enrolling in Amazon's Essential Plan, Premium Plan, or Health Savings Plan will receive a new, combined Medical and Prescription ID card. ID Cards 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.

Can I use the neighborhood pharmacy I currently use?
In nearly every case, you will be able to continue using the same neighborhood retail pharmacy. The Plan has an extensive national network of retail pharmacies. Use the pharmacy locator tool on https://amazon.rxacloud.com/ to confirm your pharmacy is in the RxAdvance network. If you need support, contact RxAdvance at 1-800-991-3164.

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

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 Essential, Premium, or Health Savings medical plan, you can call Amazon Pharmacy with questions at 1-866-597-5213.

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. 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. Information about Amazon Pharmacy can be found on A to Z Benefits and the Amazon Pharmacy website.

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 https://amazon.rxacloud.com/. If you need help, you can call RxAdvance at 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.

Will RxAdvance, Optum Specialty Pharmacy 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, Optum or any of 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. Self-service tools are available at https://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.