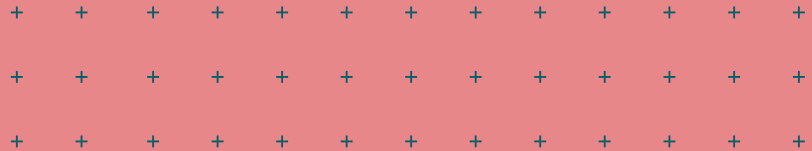


# + Summary of Pharmacy Changes

- + **Evernorth Care Group has reached an agreement with Walgreens to continue patients' pharmacy care.** The transaction is expected to be completed in mid-December.
- + **Patient prescriptions will be securely and automatically transferred to Walgreens** when the transaction finalizes in mid-December.
- + **No immediate changes or action required from patients.** Evernorth Care Group Pharmacies remain open until the transition is completed in mid-December. Walgreens will reach out to patients to provide location and transition details when the transaction finalizes.
- + **Pharmacy of choice:** Patients may still choose to transfer prescriptions to a different pharmacy of their choice at any time. This change does not affect other pharmacy services like Accredo Specialty Pharmacy or Express Scripts Home Delivery.

## + Pharmacy FAQ



### Q: What is happening?

Evernorth Care Group has reached an agreement with Walgreens to acquire the patients' prescription files, which will enable Walgreens to continue providing retail pharmacy patients' care. We expect the transaction with Walgreens to finalize in mid-December, at which time, patient prescriptions will be securely and automatically transferred to Walgreens. As a reminder, many of the primary care clinics will transition to HonorHealth, expected in January 2026, but pharmacy prescriptions will separately transition to Walgreens in mid-December.

### Q: Why is Walgreens a good fit?

Walgreens has nearly 125 years of experience in pharmacy care, offering deep expertise in medication safety, personalized service, and broad local and nationwide convenience.

### Q: What does this mean for patients?

**Nothing changes immediately.** All retail pharmacies remain open until the transaction with Walgreens finalizes in mid-December.

After the transaction finalizes, the Evernorth Care Group retail pharmacies will cease operations and prescriptions will be securely and automatically transitioned to Walgreens. Patients will be able to fulfill prescriptions immediately at local Walgreens locations. Walgreens will communicate more information to patients about the transition, including pharmacy locations. **No action is required of patients.**

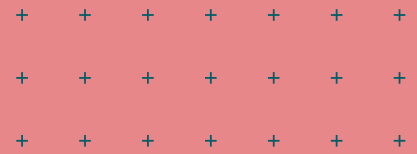
### Q. Will my prescriptions transfer automatically to Walgreens?

Yes, your prescriptions will be securely and automatically transferred to Walgreens when the transaction finalizes. You do not need to take any action. Walgreens will reach out to patients after the transaction finalizes in mid-December.

### Q. Will patients be able to get the same medications?

Yes, if there are any changes due to formulary differences or availability, Walgreens will work with you to ensure you receive the appropriate medication without interruption.

# + FAQ – What You Need to Know



## Q. Will patients need a new prescription from their Evernorth Care Group doctor?

No, your existing prescriptions will be transferred to Walgreens after the transaction finalizes in mid-December. If a prescription is expired or needs a renewal, please send a message to your doctor through your [MyChart](#) account or call us at **1.800.233.3264**.

## Q. Will there be any delays in getting medications after the transition?

We are working hard to make the transition seamless. If any delays occur, Walgreens will notify you immediately and offer solutions to ensure you do not miss a dose.

## Q. Can patients still use automatic refills and delivery services?

Yes, Walgreens offers convenient services like in-store immunizations and health tests, express delivery, drive-thru pharmacies at many locations, and prescription-ready alerts. Walgreens will help you set these up after the transaction finalizes in mid-December.

## Q. Will my medication costs change?

Walgreens strives to support you through this transition and will communicate in advance if there are any changes to medication cost.

## Q. What happens to my medication history and records?

Pharmacy records are in good hands and will be kept secure and confidential during this transition, according to HIPAA, the Health Insurance Portability and Accountability Act regulations. Management will work together with Walgreens to ensure uninterrupted service. Your records will be available at a nearby Walgreens pharmacy location, but you can have them filled at any Walgreens pharmacy that is most convenient to you.

## Q: Will patients be contacted?

Yes. We will announce the agreement with Walgreens to patients via email and mailed letters. Walgreens will mail a letter to all impacted patients informing them of the change and information on where their records can be located. In-store signage will be placed in closing locations as well as the receiving Walgreens stores with this information.

## Q: Does this have any impact on other pharmacy solutions, such as Accredo Specialty Pharmacy or Express Scripts Home Delivery?

This agreement only applies to Evernorth Care Group's nine retail pharmacies. There are no changes to Accredo Specialty Pharmacy or Express Scripts Home Delivery.

## Q. Will my insurance still be accepted at Walgreens?

Walgreens accepts most insurance plans and is a preferred pharmacy within several pharmacy networks. Walgreens is part of most insurance and Medicare Part D plans. Patients can work with their neighborhood Walgreens pharmacists for more information about their insurance coverage.

## Q: What if patients want to transition their prescriptions and pharmacy care to a different pharmacy?

You have the right to choose where you fill your prescriptions. While your records will be transferred to Walgreens to ensure uninterrupted care, you are welcome to use any other pharmacy you prefer. To do so, simply contact your new, preferred pharmacy directly, and they will handle the entire transfer process for you.