

brand new day

A Bright HealthCare Company



2022

Pharmacy Directory STANILAUS County

Brand New Day Dual Access Plan (HMO DSNP) 24
Brand New Day Classic Care II Plan (HMO) 37
Brand New Day Embrace Care Plan (HMO CSNP) 39-2
Brand New Day Embrace Choice Plan (HMO CSNP) 40-2

This pharmacy directory was updated on 11/2021. For more recent information or other questions, please contact Brand New Day Member Services 1-866-255-4795, Monday through Friday from 8:00 am to 8:00 pm and weekends from 8:00 am to 8:00 pm (between October 1st and March 31st). TTY/TDD users should call 711, or visit bndhmo.com.

Changes to our pharmacy network may occur during the benefit year. An updated Pharmacy Directory is located on our website at bndhmo.com/provider_search. You may also call Member Services for updated providers.

Introduction

This booklet provides a list of Brand New Day's network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the Evidence of Coverage and Brand New Day's formulary.

We call the pharmacies on this list our "network pharmacies" because we have made arrangements with them to provide prescription drugs to Plan members. In most cases, your prescriptions are covered under Brand New Day only if they are filled at a network pharmacy. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your Evidence of Coverage.

All network pharmacies may not be listed in this directory. Pharmacies may have been added or removed from the list after this directory was printed. This means the pharmacies listed here may no longer be in our network, or there may be newer pharmacies in our network that are not listed. This list is current as of 11/2021. For the most current list, please contact us. Our contact information appears on the front and back cover pages.

You can get prescription drugs shipped to your home through our network mail order delivery program. For more information, please contact us or see the mail order section of this pharmacy directory.

This directory is for STANILAUS county which includes the area in which you live. However, we cover a larger service area, and there are more pharmacies where your prescriptions may be covered by our Plan. For information on more pharmacies in our plan network not listed in this directory please contact Brand New Day Member Service.

If you have questions about any of the above, please see the first and last cover pages of this directory for information on how to contact Brand New Day.

The following is a directory of Brand New Day Network pharmacies. The pharmacies are grouped by type of pharmacy. Under each pharmacy type is an alphabetical listing by county of Brand New Day network pharmacies.

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Retail Pharmacies, including Chain Pharmacies

Mail Order Pharmacies

You can get prescription drugs shipped to your home through our network mail order delivery program.

For refills of your mail order prescriptions, please contact us 15 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

Typically, you should expect to receive your prescription drugs within 15 calendar days from the time that the mail order pharmacy receives the order. If you do not receive your prescription drug(s) within this time, please contact us at 1-866-255-4795 (TTY 711).

Home Infusion Pharmacies

Long-Term Care Pharmacies

Residents of a long-term care facility may access their prescription drugs covered under Brand New Day through the facility's long-term care pharmacy or another network long-term care pharmacy.

For more recent information or other questions, please contact Brand New Day Customer Services 1-866-255-4795, Monday through Friday from 8:00 am to 8:00 pm and weekends from 8:00 am to 8:00 pm (between October 1st and March 31st). TTY/TDD users should call 711, or visit bndhmo.com. Changes to our pharmacy network may occur during the benefit year. An updated Pharmacy Directory is located on our website at bndhmo.com/provider_search. You may also call Member Services for updated providers.

Brand New Day is a HMO with a Medicare contract. Enrollment in Brand New Day depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations and restrictions may apply. Brand New Day complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Brand New Day cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-255-4795 , TTY 711.