



Employee Email (Tier 3 Formulary)

How to use this template

Please use this email template to notify your employees of the 2020 formulary updates. Feel free to modify this email format to fit your organization's needs before sending. You can do that by typing or copying and pasting the content below the dotted line into a new email.

Subject Line: 2020 Formulary Updates

We wanted to let you know that Sharp Health Plan will be updating its formulary in 2020. As a reminder, a formulary (also known as a drug list) is the approved list of medications covered for illnesses and conditions.

If you are taking a medication that will have an update in 2020, Sharp Health Plan will mail you additional information from November through December 2019. Your doctor will also be notified.

If you have questions after receiving your notice from Sharp Health Plan, please work with your doctor. For all other questions, you can contact Sharp Health Plan's Customer Care team at customer.service@sharp.com or 1-800-359-2002 or 1-858-499-8300. They are available to assist you Monday – Friday, 8 a.m. to 6 p.m.

Thank you.



Employee FAQ (Tier 3 Formulary)

How to use this FAQ

The following is an FAQ to assist you in answering employee questions. If you have employees with questions that aren't included here, please refer them to sharphealthplan.com/2020pharmacyinfo, or have them reach out to our Customer Care team using the contact information below.

What is changing?

Sharp Health Plan will be updating its formulary in 2020. As a reminder, a formulary (also known as a drug list) is the approved list of medications covered for illnesses and conditions.

When will the new formulary be effective?

The new formulary will be effective Jan. 1, 2020. If you are currently taking a medication that will be impacted negatively by the 2020 formulary changes, you will have until Feb. 1, 2020 before the change goes into effect. We encourage you to use this extra time to work with your doctor if you have questions.

Is the pharmacy network changing?

Sharp Health Plan's pharmacy network (where prescriptions can be filled) will remain 99% the same. You can continue using all Sharp® pharmacies, in-network community pharmacies, and retail pharmacy chains such as Albertsons®, Costco®, Ralphs®, Rite Aid®, Vons®, Walgreens® and Walmart® in addition to CVS Pharmacy® stores.

How will this impact me?

Between November and December 2019, Sharp Health Plan will mail you additional information if you are taking a medication that will have an update in 2020. Your doctor will also be notified. Please note that existing pharmacy prior authorization requests will remain in effect until the date noted on your original approval letter from Sharp Health Plan.

Who should I contact with questions?

If you have questions regarding your medication for 2020, please work with your doctor. For all other questions contact Sharp Health Plan's Customer Care team at customer.service@sharp.com or 1-800-359-2002 or 1-858-499-8300. They are available to assist you Monday through Friday, 8 a.m. to 6 p.m.

Where can I get more information?

For more information, visit sharphealthplan.com/2020pharmacyinfo. In November, you will be able to see the 2020 formulary at sharphealthplan.com/search-drug-list. Beginning Jan. 1, 2020, you can log into your Sharp Connect account at sharphealthplan.com/login to access your personal pharmacy benefit and cost information.