

Starting on January 1, 2027, your Blue Cross and Blue Shield of Oklahoma Medicare Advantage plan will change to a HealthSpring Medicare Advantage plan.

This document answers questions you may have and provides important resource information.

Frequently Asked Questions (FAQ)

General Questions

Who is HealthSpring?

HealthSpring is part of Health Care Service Corporation (HCSC), the same parent company as the Blue Cross Blue Shield plan you are enrolled in for 2026. HCSC serves more than 27 million members nationwide.

What is the HealthSpring goal?

The goal is to advance national health care coverage with our established focus on local care and connection. HealthSpring will continue to be a trusted partner in the coordination of care, empowering those we serve to live vibrant, healthy lives.

Will I be automatically enrolled in a HealthSpring Medicare Advantage plan for 2027?

Yes, your current Blue Cross Blue Shield plan will be moved to a HealthSpring plan for 2027. There is nothing for you to do. Your coverage will start on January 1, 2027.

When will I learn more about my HealthSpring plan, like my premium and cost-shares?

Refer to your Annual Notice of Change (ANOC), mailed in September. It shows a side-by-side comparison of your 2026 and 2027 costs, including premium and cost-shares.

Beginning October 1, 2026, you can find 2027 plan information at [HealthSpring.com/Resources](https://www.healthspring.com/resources).

Will my member ID change?

No, you'll continue to use the same member ID at HealthSpring that you use now.

You'll receive a new HealthSpring ID card in December. You will also receive a HealthSpring Flex card that you can use for incentive rewards and certain allowances your plan may have.

Who do I contact if I have questions?

For help with your 2027 HealthSpring Medicare Advantage plan, please call HealthSpring Customer Service at **1-800-618-5382 (TTY 711)** Oct. 1-Mar. 31, 8 a.m.-8 p.m. local time, 7 days a week. Apr. 1-Sept. 30, 8 a.m.-8 p.m. local time, Monday-Friday. Messaging service used weekends, after hours and on federal holidays.

For help with your 2026 Blue Cross and Blue Shield plan, please continue to call Customer Service at the number on your current Member ID card.

Plan Documents

When will I receive a HealthSpring ID card?

In November 2026, we'll mail you a HealthSpring ID card for your 2027 HealthSpring plan.

Beginning January 1, 2027, you can view or download your digital ID card by logging in to your account at myHealthSpring.com.

Where can I find plan documents, such as the Formulary (Drug List), Evidence of Coverage (EOC) and Annual Notice of Change (ANOC)?

Visit HealthSpring.com/Resources starting October 1, 2026, to review plan documents for your 2027 HealthSpring plan. If asked to select a Contract #, choose H4513.

Prescriptions and Drug Coverage

How can I find out if my prescription drugs are covered by HealthSpring?

Beginning October 1, 2026, visit HealthSpring.com/Resources to access 2027 plan information. You can use a drug lookup tool or view the Medicare Drug List Formulary (Drug List) to find which drugs are covered by your 2027 HealthSpring plan.

Do I need to get new prescriptions to use my HealthSpring coverage?

No, your pharmacy can continue to process your prescriptions as normal. New prescriptions are only required if you have a change in your medication therapy.

If I have a coverage review approval or prior authorization with my current plan, will it transfer to HealthSpring?

Yes. If you have an existing approval, your authorization will not change because of the move to HealthSpring.

Pharmacy Network and Home Delivery

How can I check if my pharmacy is in the HealthSpring network?

Go to HealthSpring.com/Resources beginning October 1, 2026. You can click the "Find a Drug or Pharmacy" button to see if your pharmacy is in-network or find pharmacies near you.

If I currently use home delivery, is there anything I need to do to have home delivery at HealthSpring?

No. If you currently use home delivery, your prescriptions will automatically be transferred to Express Scripts Pharmacy beginning January 1, 2027. No action is required on your part. Express Scripts Pharmacy is the third-largest pharmacy in the country and serves as the HealthSpring home delivery pharmacy provider.

Claims

Will I be able to access my Explanation of Benefits (EOB) online?

Yes, the myHealthSpring member portal allows you to review EOBs for your HealthSpring plan online. You can log in to the portal starting January 1, 2027, at myHealthSpring.com.

If I am currently enrolled in paperless EOBs, will I continue to receive them electronically in 2027?

To continue to receive electronic EOBs, you'll need to check your myHealthSpring profile to confirm it shows Paperless Communications as a preference.

How can I see past claims after December 31, 2026?

You'll be able to view up to 18 months of claims on your 2026 plan's member portal. Or you'll need to call the Member Services phone number on your 2026 plan's member ID card for assistance.

Payments and Claims

If I have automatic premium payments set up through my bank or credit card with my current plan, do I need to do anything to continue to use automatic premium payments at HealthSpring?

Yes. Your current premium payment preferences will continue with HealthSpring. However, you will need to update the payee name and address for your 2027 premium payments. See the next FAQ for details.

If I currently pay my Medicare Advantage premium through an online bill pay service, will I need to update any information to pay my HealthSpring plan premium?

Yes, you'll need to update the payee name and address for your 2027 premium payment.

- Update the payee name to HealthSpring.
- Update the payee address to:
HealthSpring
Box 748500
Atlanta, GA 30374-8500.

Your member ID number will remain the same as you use today, so please continue to use the same ID for your account number.

If Social Security or the Railroad Retirement Board currently deducts my premium, do I need to make any changes for my HealthSpring plan?

No. If you are set up for SSA or RRB deductions, you do not need to take any action. Your deductions will automatically be applied to your HealthSpring premium payment.

Member Portal / Online Account

Does HealthSpring have a member portal?

Yes, myHealthSpring is a secure member portal where you can view claims, download your digital ID card, manage prescriptions and more. Beginning January 1, 2027, you can log in to your account at myHealthSpring.com or download the myHealthSpring mobile app.

Will I have to register for myHealthSpring?

Yes, you will need to register for myHealthSpring. We recommend that you wait until Jan 1, 2027 to register as the portal will not contain your personal plan information until this plan effective date.

Will the myHealthSpring member portal be different than the portal I use now?

It has different colors, but using the myHealthSpring member portal is similar to the Blue Access for Members (BAM) member portal you use now.

Does the member portal allow me to access my Explanation of Benefits (EOB)?

You can log into your Blue Access for Members (BAM) portal for up to 18 months from December 31, 2026, to view the EOBs for claims.

Starting January 1, 2027, only HealthSpring claims will be available on myHealthSpring.

Caregiver Documentation

If I have a caregiver or someone who helps me with my health benefits, do I need to provide any documents to HealthSpring?

Check with Customer Service at HealthSpring if you already provided legal documentation to your 2026 plan. You may have to provide this documentation again. Legal documents often cannot be transferred to protect your privacy.

If you need to add a caregiver, you'll need to mail or fax HealthSpring a copy of the legal documentation, such as Power of Attorney or Conservatorship. Please include your member ID so the documents can be added to your record. NOTE: Your member ID is not changing, so you can use the member ID for your current plan.

- Mail to:
HealthSpring
PO Box 269005
Weston, FL 33326-9927
- Fax: **1-800-735-1469**

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If you speak another language, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-877-774-8592 TTY 711.

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-877-774-8592 TTY.