

## **5.1 Website Access**

1. In accordance with Section 3.9 of these Specifications, the Offeror must provide the following:
  - a. The website address to the online prescription drug formulary that the Offeror proposes for the NYSHIP plan;

Provided below are direct links to both our Medicare and Commercial formularies:

**WNY Medicare Formulary:**

<https://www.bcbswny.com/content/dam/BCBSWNY/member/public/medicare/2020/pharmacy/2020-wny-medicare-advantage-formulary.pdf>

**NENY Medicare Formulary:**

<https://www.bsneny.com/content/dam/bsneny/member/public/medicare/2020/pharmacy/2020-neny-medicare-advantage-formulary.pdf>

**WNY Commercial Formulary:**

[https://www.express-scripts.com/art/open\\_enrollment/MG\\_BCBS\\_WestNY.pdf?r=www\\_expressscripts\\_com](https://www.express-scripts.com/art/open_enrollment/MG_BCBS_WestNY.pdf?r=www_expressscripts_com)

**NENY Commercial Formulary:**

[https://www.express-scripts.com/art/open\\_enrollment/MG\\_BS\\_NE\\_NY.pdf](https://www.express-scripts.com/art/open_enrollment/MG_BS_NE_NY.pdf)

- b. The process by which JLMC Members obtain the user IDs and passwords necessary to access the HMO website to view applications available to Members other than protected health information.

Members will be able to access information by registering on the online member portal. Detailed plan information will be available after the plan effective date.

- c. For the Provider search, provide a copy of the message that would be returned if a Member entered a zip code outside of the HMOs approved NYSHIP service area.

The provider search has separate search tools for local and national providers. For example, if the member entered a Florida zip code or any other zip code outside the service area in the local search tool, the search result would yield a message that states:

"We could not find any matches for your search in this network.  
You can refine your search by:

- Removing location information (ex. city, name, state)
- Avoiding specific searches (ex. Women's Health Doctors Near Me)
- Searching by specialty (ex. Pediatrician)

If you are searching for Emergency Services outside of the service area, please call the number on the back of your ID card for assistance. If you are experiencing a medical emergency, call 911 or go to your nearest emergency room."