



Sample Letter: State & Public Agency/School

Important Information Enclosed

First Name and Last Name

Address

Address Line 2 – Optional

Address Line 3 – Optional

City, State, Zip Code

QR code displays
here linking to CVS
Caremark
Webpage

[CalPERS ID (Participant CID)]

[Month DD, YYYY]

Dear [Recipient],

We are writing to inform you about an important change to your pharmacy benefits. Beginning January 1, 2026, CVS Caremark will become the new pharmacy benefits manager (PBM) for CalPERS, replacing OptumRx.

CalPERS chose CVS Caremark because of its strong commitment to performance guarantees in key areas such as managing pharmacy costs, ensuring clinical quality, and increasing transparency. This change is designed to provide you with high-quality service while ensuring your access to safe and effective medication.

What This Change Means for You

We want to highlight some important information to help you prepare for upcoming changes:

- **Pharmacy Access** - Most CalPERS members will be able to continue filling their same prescriptions at the same pharmacy they currently use.
- **Formulary Changes** - The new contract will result in some formulary changes that may impact copays for some Basic and Medicare members or involve a change in medication to an equally safe and effective alternative. Together with CVS, CalPERS will develop a range of options for our members to navigate any change and ensure medications are available when and where they're needed.
- **Transition Period** - For Basic and Medicare plan members impacted by the formulary change, CalPERS and CVS will have plans in place to minimize disruption, including a transition period for filling prescriptions no longer on the CVS formulary and an automatic transfer of approved prior authorizations.

Our goal is to make this transition as smooth as possible for you. We are committed to keeping you informed and supported every step of the way.

Next Steps

There is no action for you to take now. Over the coming weeks and months, you will receive more information and resources from CalPERS and CVS Caremark to help you navigate the transition and take advantage of these benefits

Meanwhile, scan the QR code above with your mobile phone's camera or visit **calpers.ca.gov/ CVS** to learn more.

Sincerely,

Health Policy & Benefits Branch