



SCRIPT CARE, LTD.
6380 Folsom Drive
Beaumont, Texas 77706

*****IMPORTANT INFORMATION ABOUT YOUR PRESCRIPTION BENEFIT COVERAGE*****

NEW CARDS BEING ISSUED

Effective January 1, 2021 the Pharmacy BIN ID used in your Prescription Benefit Services is changing. The **BIN** is a six-digit number that tells the computer database at the pharmacy which company is to receive the claim for your prescription.

Please be on the lookout for a new TCC medical, dental and prescription ID card that will include the new BIN ID. **The new BIN ID is required for your prescription claims to process**; however your prescription benefits are NOT changing.

Once your new ID card is received, please destroy your old ID card(s) immediately and present your new ID card to the pharmacy, showing the new BIN ID noted on the front of the card.

If you do not receive your new ID card(s) by January 1, 2021, please contact TCC Customer Service at 843.722.2115. Also, if you need additional cards, please call TCC once you receive your new card(s).

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(800) 880-9988



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If you have Town provided medical and dental insurance, you will soon be receiving a new ID card in the mail. Please don't throw it away thinking that it is junk mail.

Q: Why are we receiving new cards?

A: There is a number on the front of your insurance card, called a BIN. The BIN tells pharmacies which company to bill when they process your claim. The BIN is changing, but our Pharmacy Benefit Manager (PBM), Script Care, is remaining the same, as is Prescription Mart, our mail order prescription service.

Q: Can I still use my old card(s)?

A: No, effective January 1, 2021, the BIN associated with your card will no longer be active and your pharmacy claims will most likely be denied at the pharmacy.

Q: Are our pharmacy benefits changing on January 1, 2021?

A: No, just the BIN on the front of your insurance card.

Q: Can I still go to the same pharmacy that I have been going to for prescriptions?

A: Absolutely. There has been no change to the network of pharmacies.

Q: Do I have to notify my pharmacy of the new BIN?

A: Yes. Even if you are simply refilling an existing prescription, you must let your pharmacy know of the new BIN for everyone covered under your plan.

Q: Do I need to notify Paladina of the BIN change?

A: No, even if you get prescriptions from their facility or mail order through Northwinds Pharmacy via Paladina.

Q: I didn't receive enough cards, how can I obtain additional cards?

A: After you receive your cards, you can call TCC at 843.722.2115 and request additional cards.

Q: What should I do with my old card(s)?

A: Safely destroy them before discarding them.