

Public Health Emergency ending May 11, 2023

Throughout the COVID-19 pandemic, Independence Blue Cross (Independence) has been committed to helping you get the care you need. During the Federal Public Health Emergency (PHE), Independence was able to lift your health plan's "refill too soon" prescription refill limits. As the Biden Administration will end the PHE on May 11, 2023, Independence is required to resume your health plan's "refill too soon" prescription refill limits starting May 12, 2023. For most prescription refills, this means you cannot receive a refill prior to the 23rd day of a 30-day supply. Our commitment to helping you live your healthiest life will not change.

If you have any questions or concerns, please call our Member Help Team at the number on the back of your member ID card. We are happy to have you as an Independence member and look forward to continuing to serve you.

With care,



Heidi J. Syropoulos, M.D., FACP
Medical Director, Government Markets

Our Member Help Team representatives are available seven days a week from 8 a.m. to 8 p.m. Please note that on weekends and holidays from April 1 through September 30, your call may be sent to voicemail. Benefits underwritten by QCC Insurance Company, a subsidiary of Independence Blue Cross — independent licensees of the Blue Cross and Blue Shield Association.

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