



Prescription drug coverage for The Campbell's Company health plan - FAQs

How can Alluma help?

Alluma will manage your pharmacy benefits in partnership with The Campbell's Company. We're here to make sure you have access to safe, effective, and affordable medications that are included on the Alluma Advantage Formulary—a list of covered prescription drugs that are reviewed by medical experts to help ensure you're getting the right treatment at the best value.

We also provide helpful tools and support, including:

- A member portal where you can look up covered medications, check prices at different pharmacies, and manage your prescription benefit.
- Customer service support to answer your questions and help you with your pharmacy benefits.

When will my benefits through Alluma begin?

If you are enrolled in medical coverage through The Campbell's Company you will be eligible for prescription drug coverage with Alluma as of January 1, 2026. You will receive a new pharmacy member ID card in late December 2025. Claims can be electronically submitted to Alluma by your pharmacy on or after January 1. Note that some medications will require a new prior authorization through Alluma. If a new prior authorization is required, you will receive a letter at your home notifying you of this.

Where can I fill my prescription?

The Alluma pharmacy network includes over 60,000 pharmacies nationwide. You will need to provide your new billing information to the pharmacy – including your member ID, RxBIN (003858), RxPCN (A4), and RxGroup (CAMPSRX) found on your new Alluma member ID card – to have claims process through your health plan.

How do I have my prescription(s) mailed to me through home delivery?

If you have remaining refills with your current home delivery pharmacy, in most cases, you do not need to get a new prescription. Your refills will automatically transfer to Express Scripts® Pharmacy, our home delivery partner.

If your refills don't automatically transfer or you have a new prescription, you have two convenient options after January 1, 2026:

- Ask your doctor to send a new prescription for a 3-month supply of your medication electronically to Express Scripts Pharmacy (this may be the fastest way to get your medication).
- Dial the number on the back of your ID card for help in transferring prescriptions from a retail pharmacy or your current home delivery pharmacy. You will need your prescription ID number.

I currently use a specialty medication that I get through the mail. How do I continue to fill my specialty prescription?

If you have remaining refills with your current specialty pharmacy, in most cases, you do not need to get a new prescription. Your refills will automatically transfer to Accredo, our specialty pharmacy mail delivery partner.

If you do not have remaining refills with your specialty pharmacy after January 1, 2026, at least two weeks before your prescription supply runs out provide your doctor with your Alluma member ID number and ask him or her to send a new prescription electronically to Accredo.

After Accredo receives your prescription, an Accredo patient care representative will call you to arrange for delivery of your medications on a day that is convenient for you.

How do I find out what medications are covered on the Alluma Advantage Formulary?

Prior to January 1, 2026, you or your provider can view the Alluma Advantage Formulary by visiting allumaco.com/advantage2026. On or after January 1, 2026, you or your provider can visit allumaco.com/members and select **Alluma Advantage Formulary**. The formulary is updated quarterly and provides information about covered medications, formulary tier, prior authorization status, quantity limits and alternative medications.

You can register for the Alluma member portal or contact customer service at 866-903-9637 after mid-December, 2025, for additional information about prescription prices, preferred formulary alternatives, network pharmacies and more.

My medication is excluded on the Alluma Advantage Formulary. What should I do?

Members previously taking a medication that is excluded on the Alluma Advantage Formulary for 2026 will receive a notification in late December 2025 that includes important transition dates and formulary preferred alternatives for consideration. On or after January 1, 2026, the list of formulary preferred alternatives for excluded medications will be available on the Alluma Advantage Formulary drug list or by calling customer service (866-903-9637).

IMPORTANT NOTE: In order to allow time for you to discuss the most appropriate medication with your prescriber, you will be allowed to continue your current prescription through March 31, 2026. These medications will be denied starting on April 1, 2026.

How do I know if my medication is considered Specialty?

Within the Alluma Advantage Formulary drug list noted above, specialty medications will be identified by the letters **SP**.

The Alluma Advantage Formulary notes that prior authorization (PA) is needed for my medication(s). How does my provider request a PA?

Alluma offers several convenient options for providers to request prior authorization on your behalf, including electronic PA and fax options. Note: PA requests cannot be submitted until January 1, 2026.

If your medication(s) requires PA, contact your health care provider and provide the information found on your new Alluma member ID card. Your provider will need your ID number, RxBIN (003858), RxPCN (A4), and RxGroup (CAMPSRX) number to submit prior authorization requests electronically. Providers are encouraged to review the **Prior Authorization Submission FAQs** found at allumaco.com/providers.

I was approved for a prior authorization (PA) in 2025. Will my provider need to submit a new PA request to Alluma?

Previously approved PA records will be shared with Alluma in late 2025 and will be honored in 2026 through the existing PA term date. However, some authorizations or overrides, such as compounded medications or controlled substances, may not transfer. In addition, the Alluma Advantage Formulary approval criteria may differ from what was in place previously.

You will receive a letter from Alluma in January if your medication requires re-authorization.

How much will my prescription(s) cost?

The cost for your medications is dependent on the benefit plan selected during open enrollment. Refer to your Campbell's 2026 Annual Enrollment Guide for details regarding your prescription drug coverage and benefit plan options.

How do I register for the Alluma member portal?

After enrolling in your Campbell's medical plan, you can navigate to allumaco.com after the January 1, 2026 effective date. Click on the **Members** tab to access your login. You will need to create a User ID and password on your first login.

To learn how much your prescription will cost at different pharmacies, choose **Price a Medication** from the **Prescriptions** menu, enter a drug name and click **Search**. Select the preferred medication and dosage to view cost and coverage information within your selected zip code.

Choose **Locate a Pharmacy** to view a list of network pharmacies near you, including your health plan's preferred pharmacy.