

Frequently Asked Questions (FAQs)



To access BJC HealthSolutions plan information via my laptop, tablet or smart phone, do I need to register online as a new plan member?

Yes. Go to myBJCHealthSolutions.org. You will find instructions for FIRST TIME MEMBER REGISTRATION. Once you have registered as a member, you can view your claims, search for providers, email the BJC HealthSolutions Concierge Service team, and more.

How can I make sure my prescriptions will get filled at the pharmacy?

You must inform your local pharmacy that your employer changed health insurance plans to BJC HealthSolutions as of January 1, 2021 and that the Pharmacy Benefit Manager (PBM) is now Southern Scripts. The simplest way to communicate this change is by presenting your new BJC HealthSolutions ID card to your pharmacist. PBM information is located on the ID card that will allow your pharmacist to fill your prescriptions.

If you experience issues having your prescriptions filled after 5:00 p.m. (CST), Monday through Friday, or over the weekend, contact Southern Scripts at 800-710-9341 for immediate assistance.

How do I inform my doctor or hospital that my employer has changed health insurance plans to BJC HealthSolutions?

The simplest way to communicate this change is by presenting your new BJC HealthSolutions ID card to your doctor or hospital. BJC HealthSolutions plan information is located on the ID card that will allow your doctor or hospital to bill the new health plan accordingly.

How can I find out if my doctor is covered in my new plan?

For information on in-network Providers, go to myBJCHealthSolutions.org, log in and select the PPO Network tab to begin your search.

I was scheduled for a medical procedure in 2020 that will now occur in 2021. What should I do to inform BJC HealthSolutions of this change?

Please contact BJC HealthSolutions Concierge Service at 844-217-8004 between 8 a.m. and 5 p.m. (CST), Monday through Friday, to inform the BJC HealthSolutions team of any scheduled procedure that you may have in 2021.

What if I lose my new BJC HealthSolutions ID card or need additional cards?

To request a new ID card or additional cards, go to myBJCHealthSolutions.org, log in, select My Toolbox, then ID card request. You have the option of printing a temporary ID card until your new card(s) arrive.