



Update

December 27, 2018

CenturyLink Outage Impacting Services

A CenturyLink outage on Thursday, Dec. 27, is affecting service at both Prime and AllianceRx Walgreens Prime (ARxWP). The situation has resulted in diminished service and has impacted select capabilities at both companies. Service issues were noted beginning about 10:00 a.m. (CST). Additional details are provided below.

Impact and current status

ARxWP

- ARxWP saw widespread impact within their call centers.
- They also saw some system degradation in Specialty.
- As of 2 p.m. (CST), ARxWP service levels have begun to come back closer to normal for all clients.

Prime

- Currently, inbound/outbound fax service is completely down, causing issues in clinical review
 - Physician offices are currently receiving a “dead line” and cannot currently transmit faxes to Prime.
 - For outbound provider outcome letters, printed forms are being mailed via USPS to maintain turnaround times until fax service is restored.
- Prime saw some minor interruptions in the Contact Center—certain work from home agents as well as a vendor was disrupted, but service levels remain at or above target for the day.

Individual client impact cannot be identified, as these issues were widespread across the system.

Root cause and resolution

Prime and ARxWP have been in contact with CenturyLink. As of the latest report, they are still seeking to find the root cause of the issue and will then work on remediation. In the meantime, members who have CenturyLink service may experience issues with their telephone service that could affect their ability to contact the pharmacy or Prime.

With service levels at ARxWP already returning to normal, Prime’s clinical review area remains the most heavily impacted. We are monitoring the situation closely. Once fax service is restored, staff will be assigned to work overtime to reduce the anticipated review backlog.

Next steps

We will notify you as soon as service is fully restored, or should any additional relevant information become available. Please contact your client engagement representative should you have questions.

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