



A MESSAGE TO OUR CUSTOMERS AND COMMUNITY

Update on the Allshores Pharmacy Partnership with The Phoenix Stores

Allshores would like to provide an update regarding our pharmacy partnership with The Phoenix Stores, which applies **only to members insured under Allshores health plans**.

Following discussions with the Bermuda Health Council and the Government of Bermuda, we have delayed coverage changes related to certain specialty and high-cost medications. Our intention is now to implement these changes beginning June 1, 2026.

Regardless of this delay, **Allshores members can currently benefit from the negotiated pricing already in place at Phoenix pharmacies.**

We recognise that there has been some confusion about how this partnership works and want to provide our customers and the community with clear, accurate information.

HOW COVERAGE WILL WORK ONCE THE PARTNERSHIP IS IMPLEMENTED

The partnership applies only to a limited list of specialty and high-cost medications, which can be viewed at allshores.com/phoenix.

For these medications

- Members are encouraged to fill these prescriptions at Phoenix pharmacies, which are considered in-network.
- When filled at Phoenix, **members will benefit from lower — and in many cases zero — copays due to negotiated pricing which is now in effect.**
- Members will **still be able to choose to fill these medications at other pharmacies in Bermuda.** However, those pharmacies will be considered out-of-network, and coverage will be 50% or per the member's Schedule of Benefits.

By partnering with Phoenix, Allshores has secured lower prices on certain medications — helping members pay less and keep insurance premiums more affordable over time.

For all other medications

- Nothing changes. Members will still be able to continue filling all other prescriptions at any pharmacy in Bermuda with the same coverage they have today.
- Members should refer to their Schedule of Benefits for full details of their coverage.

ADDITIONAL INFORMATION

The medications on this list are specialty and high-cost drugs, and prices for them can vary widely between pharmacies.

Phoenix was selected through a formal Request for Proposal (RFP) process, where multiple pharmacies were invited to participate. Phoenix operates eight pharmacy locations across Bermuda and offers free island-wide home delivery for prescriptions.

Members who are already taking medications on this list will not have their treatment interrupted during the transition period. Where there are special medical circumstances, exceptions may be considered.

WE'RE HERE TO HELP

Allshores will continue to monitor access and service levels, listen to member feedback, and address any issues that arise.

Members who have questions or require assistance are encouraged to contact Allshores by email at pharmacy@allshores.com.