

# Your pharmacy benefits

Your drug plan is an important part of your health benefits, and we wanted to share some exciting news.

## 1 What you need to know

Anthem will be your new pharmacy benefit manager, managing your prescription coverage on January 1, 2020.

Check out what's new starting on January 1st:

- Pharmacy Member Service experts will be available 24 hours a day/seven days a week.
- Pharmacy benefits will be tiered:
  - **Tier 1 - Typically Generic**  
Covers up to a 90 day supply (retail pharmacy). Covers up to a 90 day supply (home delivery program).
  - **Tier 2 – Typically Preferred Brand**  
Covers up to a 90 day supply (retail pharmacy). Covers up to a 90 day supply (home delivery program).
  - **Tier 3 – Non-Preferred Brand and Specialty** covers up to a 90 day supply (retail pharmacy). Covers up to a 90 day supply (home delivery program).  
**Specialty covers up to a 30 day supply (retail pharmacy). Covers up to a 30 day supply (home delivery program).**
- **If you use a retail pharmacy to fill your prescriptions, make sure you show your pharmacist your new Anthem ID card.** Prior to January 1, 2020 you will receive your new Anthem ID Card. After January 1, 2020, you will have the ability to download a digital ID card on the Engage application that will include your pharmacy benefit information. You can also always call Member Services at 1-855-603-7982 and request an ID card.
- Our web and mobile tools will allow you to see all your pharmacy information alongside your medical benefit information – all via [anthem.com](https://www.anthem.com) and Engage. You'll get enhanced tools that allow you to price medications, find and compare drug costs across pharmacies, and much more.

2

## Do you currently use Home Delivery Pharmacy or Specialty Pharmacy? If so, keep reading. If not, that's it!

### Home delivery: What you need to know if you fill medications at Express Scripts

**Before January 1, 2020**, continue filling your prescriptions (new and refills) with Express Scripts.

#### **Starting on January 1, 2020**

- IngenioRx Home Delivery Pharmacy is your new home delivery pharmacy. If it's time to refill your medication, go to [anthem.com](https://www.anthem.com) (select Pharmacy) or call the Member Services number on your Anthem ID card (1-855-603-7982). Most of your prescriptions and prior authorizations will automatically transfer except for the following:

*(For these, have your doctor send new prescriptions to the IngenioRx Home Delivery Pharmacy):*

- Controlled substances
- Prescriptions that have expired or have no refills

### Specialty pharmacy: What you need to know if you fill medications through Specialty Pharmacy

**Before January 1, 2020**, continue filling your prescriptions (new and refills) with Express Scripts.

**Members on Specialty Medications will receive a letter from IngenioRx Specialty Pharmacy in December.**

#### **Starting on January 1, 2020**

- You'll begin filling your specialty medications with **IngenioRx Specialty Pharmacy**.
- You will need to contact the **IngenioRx Specialty Pharmacy Care Team** to go over your care plan and answer your questions. They will help make the move easy. Your prescriptions and prior authorizations will automatically transfer, and if there are any issues, the Care Team will work with your doctor to ensure a smooth transition.
- Your IngenioRx Specialty Pharmacy Care Team will be available 24 hours a day/seven days a week.
- You may be connected with a nurse from our Specialty Condition Management program. This rare disease management program connects you with nurses who will help with questions about medications or managing your disease. In addition, pharmacists, social workers and other key members of the Care Team are available to help answer your questions.
- You'll be able to manage your specialty prescriptions online at [anthem.com](https://www.anthem.com) (select Pharmacy) there are some exceptions and the Care Team can help you with those). Check to see if your information is correct by visiting [anthem.com](https://www.anthem.com) (select Pharmacy) or by calling the Care Team at 833-255-0645.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare Health Services Insurance Corporation (Compcare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Anthem Blue Cross and Blue Shield.