

# Your pharmacy benefits

Your drug plan is an important part of your health benefits, and we wanted to remind you about some exciting news. IngenioRx, our new pharmacy benefit manager, will start managing your prescription coverage on July 1, 2019.

## 1 What you need to know:

- Your pharmacy benefits and cost share are not changing as a result of the move to IngenioRx.
- If you use a retail pharmacy to fill your prescriptions, make sure you show your pharmacist your new Anthem ID card. You should have already received this card. If you don't have your new Anthem ID card, you may get one at [anthem.com](http://anthem.com) or by calling the Member Services number on your current ID card. Or you can download a digital ID card on the Anthem Anywhere app.

### Check out what's new starting on July 1:

- Pharmacy Member Service experts will be available 24 hours a day/seven days a week.
- Our web and mobile tools will allow you to see all your pharmacy information alongside your medical benefit information – all via [anthem.com](http://anthem.com) and Anthem Anywhere. You'll get enhanced tools that allow you to price medications, find and compare drug costs across pharmacies, and much more.

## 2 Do you use Express Scripts Home Delivery Pharmacy or Accredo 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 July 1, 2019**, continue filling your prescriptions (new and refills) with Express Scripts.

### Starting on July 1, 2019

- IngenioRx Home Delivery Pharmacy is your new home delivery pharmacy. If it's time to refill your medication, go to [anthem.com](http://anthem.com) (select Pharmacy) or call the Pharmacy Member Services number on your Anthem ID card. All 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 are expired or have no refills
- Check to see if your information is correct by visiting [anthem.com](http://anthem.com) (select Pharmacy) or by calling the Pharmacy Member Services number on your Anthem ID card.
  - Update your mailing address and phone number, if needed.
  - Enter your correct payment information, credit card number or checking account information.
  - Re-enroll for auto-refill, if you currently get your refills automatically.

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

**Before July 1, 2019**, continue filling your prescriptions (new and refills) with Accredo.

### **Starting on July 1, 2019**

- You'll begin filling your specialty medications with IngenioRx Specialty Pharmacy.
- A member of the IngenioRx Specialty Pharmacy Care Team will call you 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. If you miss this call or would like to call the Care Team yourself, you can reach them at 833-255-0645.
- 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.
  - Update your mailing address and phone number, if needed.
  - Enter your correct payment information, credit card number or checking account information.