

A smiling woman with curly hair, wearing a pink top, is holding a variety of colorful pills (yellow, orange, green, and white) in her open palm. The background is a soft-focus indoor setting.

Your Prescription Drug Benefits

Answers you need.
From a name you can trust.

Health and Pharmacy Benefits That Work Together

Anthem Blue Cross and Blue Shield's pharmacy program is about more than processing claims and making prescriptions available. It's about looking at you as an individual. Because we know people are more than their prescriptions; they have lives. And we're here to help YOU live a healthier life.

We've designed several programs to help you get the most from your benefits. And, best of all, they're available at **no extra cost to you**. Depending on your plan, you may receive tips for controlling a health condition. Mailings focusing on medication safety and compliance. Or, coupons for health and wellness products. We can help you save money by suggesting affordable generics. Recommend medications included on your drug list/formulary. And possibly even save you a trip to the doctor by telling you about over-the-counter options.



Mail service is convenient for people taking medications on a regular basis. Eliminate the hassles of driving to the pharmacy and waiting in long lines. Prescriptions are delivered to your home, office or vacation address. We'll call to remind you that you're getting low on medication. And you can easily place a refill order by phone, online or by mail. Enjoy private prescription counseling with a licensed pharmacist. Plus, you may even pay less for your medications.

Our **specialty pharmacy** is uniquely designed for people with chronic conditions. We offer a robust support program, including a team of pharmacy care advocates, pharmacists and nurses. Our goal is to help people taking specialty medications achieve the best possible outcomes from their treatments.

Have a question? **We're here for you.** From online to phone lines, our experienced customer care associates provide access to the information and support you need. Get answers to your questions about benefit coverage, savings opportunities and much more.



Health Connects Us

Studies show that when you do something healthy, those around you will too. Your positive influence on others is called your Health Footprint. Calculate your Health Footprint today at connects.anthem.com. You can invite friends to take part or post your results on Facebook.

Pharmacy Network

Anthem's pharmacy program manages more than 400 million prescriptions each year. With a broad retail pharmacy network, two mail service pharmacies and a specialty unit that dispenses high-cost, biotech therapies, our comprehensive approach helps you manage your pharmacy benefits.

Mail Service Pharmacy

Mail service is for people who take medications on an ongoing basis. Our preferred mail service pharmacy delivers the medications you need, right to your door. You can easily refill mail service prescriptions by phone, fax, mail or online. And view benefit information 24/7 at anthem.com.

As a mail service customer, you'll also enjoy:

- Free standard shipping for mail service orders
- Personal prescription counseling
- Direct access to licensed pharmacists
- Our 99.99% accuracy rate plus multiple safety checks by licensed pharmacists
- Experienced customer care associates to answer benefit questions

SWITCH AND SAVE

Plus, you may even save money. Here's an example.

If you have a \$20 copay:

Pay \$60 for a 90-day supply at a retail pharmacy.

Pay \$40 for the same 90-day supply using mail service.

The savings can really add up, especially if you're taking multiple medications. Plus, we dispense money-saving generic medications unless you or your doctor request otherwise.

GETTING STARTED WITH MAIL SERVICE

Switching to mail service is simple. Choose from one of the following methods:

By phone: Call **888-613-6091**, Monday through Friday, 8:30 a.m. to 8 p.m., Eastern time, to get your free cost savings estimate. You'll find out how much your prescription will cost and how much you'll save. We'll even contact your doctor for a new prescription and arrange for delivery. *Be sure to have the*

following information handy: prescription information, doctor's name, phone number, medication names/strengths and credit card information (including cardholder name, account number and expiration date).

By mail: To get an order form, call the customer care number on your member ID card. Or download a form from anthem.com. After logging in, click on the **MyPharmacy** tab and select "View Forms" in the **Pharmacy Tools** box. Mail the original prescription, order form and payment information to:

Mail Service Pharmacy
PO Box 746000
Cincinnati, OH 45274-6000

By fax: Have your doctor fax your prescription information to **800-905-9815**. The prescription must be faxed directly from your doctor's office. If there is a question about your prescription(s), we'll contact your doctor.

ORDERING MAIL SERVICE REFILLS

With mail service, you don't have to worry about running out of medication. That's because we'll call to let you know when you're running low. You can easily reorder by phone, online or by mail.

By phone: Have your prescription label and credit card ready. Call **800-962-8192** and select the "Automated Refill Order Line" option from the menu, or press zero at any time to speak to a care coordinator. If you are speech or hearing impaired, call **800-221-6915**. Follow the prompts to place your order.

Online: Go to anthem.com, log in and click on the **MyPharmacy** tab. "Refill Prescriptions" is located in the left-hand column. You can also review the status of existing orders online.

By mail: Complete an order form and affix your label or write the prescription refill number in the area provided. Mail the order form with the proper payment to:

Mail Service Pharmacy
PO Box 746000
Cincinnati, OH 45274-6000

Pharmacy Network

Retail Pharmacies

Our retail pharmacy network includes more than 62,000 pharmacies throughout the United States. That means you have convenient access to your prescriptions wherever you are — at home, work or even on vacation. For a list of participating pharmacies, log on to **anthem.com**. Click on **Find a Provider**, choose your plan and select “Find a network pharmacy near you.” Or, contact customer care at the phone number listed on your member ID card.

Most plans allow you to get up to a 30-day supply of covered medications at a retail pharmacy. Simply show your ID card at the pharmacy and pay the appropriate copay.

You'll get the most from your benefits by using a participating retail pharmacy. Choosing a non-network pharmacy means you'll pay the **full cost** of the prescription. Then you must submit a claim form to our pharmacy program for reimbursement. You'll be repaid the amount the medication would have cost your plan at a participating pharmacy (called the negotiated fee) minus your normal copay.



Specialty Pharmacy

Specialty medications are the fastest growing segment of U.S. drug spending today. These breakthrough biotech drugs are revolutionizing care for people with these medication needs.

Anthem's specialty pharmacy offers a robust, personalized support program for people with chronic and complex conditions. These conditions may include but aren't limited to:

- Alpha¹ Antitrypsin Deficiency
- Asthma
- Cancer
- Crohn's Disease
- Gaucher's Disease
- Hemophilia
- Hepatitis C
- HIV/AIDS
- Infertility
- Multiple Sclerosis
- Primary Immune Deficiency
- Psoriasis
- Pulmonary Arterial Hypertension
- Rheumatoid Arthritis
- Respiratory Syncytial Virus (RSV)
- Transplant



Our pharmacy care advocates, registered nurses and clinical pharmacists work together to provide disease-specific care management. We'll coordinate specialty pharmacy activities to help improve the quality and cost of care. And do everything we can to help you achieve the best possible outcomes from your treatments.

ORDERING SPECIALTY MEDICATIONS

You can order specialty medications by phone or fax:

By phone: Call **800-870-6419** to verify your information. Pharmacy care advocates are available Monday through Friday, 8 a.m. to 10 p.m., Eastern time.

By fax: You can have your doctor fax your prescription(s) and a copy of your ID card to **800-824-2642**.

Drug List/Formulary

Anthem's drug list/formulary is a list of FDA-approved brand and generic medications covered by your plan. We're committed to providing you with access to quality medications at a price you can afford. Through detailed research, we find drugs with the highest success rates that also help lower the cost of care. Our Pharmacy and Therapeutics (P&T) Committee then reviews and selects these medications for their safety, effectiveness and

value. This independent group of doctors, pharmacists and other health care professionals is responsible for the research and decisions surrounding our drug list/formulary. Medications on the drug list/formulary are subject to periodic review. Visit **anthem.com** to view the most current list or call customer care to check a specific drug.

24/7 Access to Benefits

From online to phone lines, we offer secure anytime access to the information and support services you need, when you need it.

Web Tools and Resources

Anthem.com provides customized health and pharmacy information, right at your fingertips. So you can get the most from your prescription benefits.

Simply log in and click on the **MyPharmacy** tab to get started. Some features vary by plan. However, with most plans, you can:

- Refill mail service prescriptions and check order status
- View prescription claims history
- Confirm copay/coinsurance information
- Check the status of deductibles, benefit gaps and other out-of-pocket costs
- View the drug list/formulary
- Get drug information and check for potential interactions
- Maximize savings by comparing generic and brand-name medications
- Purchase over-the-counter products from our online OTC store
- Download a mail service pharmacy order form

By clicking on **MyProvider**, you can find a participating pharmacy. And the **Pharmacy Mailbox** allows you to contact customer care and sign up for secure e-mail updates.

Voice-Activated Technology

You can also access your benefits by speaking responses into the phone. Refill mail service prescriptions, order claim forms and more, when it's convenient for you. What could be easier?



Still have questions?

We're here when you need us. If you have additional questions, please contact customer care at the phone number listed on your member ID card.