FAQ - Anthem transition

GENERAL

How do I find out if my provider (primary care, specialist, pediatrician, etc.) is in the Anthem network?

Instructions for finding a doctor online can be found in the flyer “Find a Doctor Online” at the site www.uc.edu/hr/2015-health-plan/anthem. Use the instructions for non-members until January 2015.

Another option is to call Anthem customer service.

I utilize a UCP/UC Health mental health provider. Are these providers in the Anthem network?

Yes.

What types of medical procedures require pre-certification?

Please refer to the pre-certification list available on the website www.uc.edu/hr/2015-health-plan/anthem.

How can I find out about Anthem’s online tools?

Anthem’s ‘web overview e-tutorial’ may be of interest to you. Go to Anthem.com and click on ‘guided tour’ which is located near the Member Log In box.

With the eTutorial, you can learn to:

- Register at anthem.com,
- Check the status of your claims,
- Compare cost and quality of common medical procedures,
- Find a doctor.

PHARMACY

How do I find out if my local pharmacy is in Anthem’s network?

Please refer to the flyer ‘National Retail Chain Pharmacies List’ located on this website: www.uc.edu/hr/2015-health-plan/anthem.

On January 1, 2015 you can also look up specific pharmacies at anthem.com.
How can I find out what tier my prescription drug plans are on?

Please refer to the ‘National Drug List’ at www.uc.edu/hr/2015-health-plan/anthem to find the Anthem drug list. You can also look up a specific drug at anthem.com to confirm in what tier the medication falls.

I take a prescription that required prior authorization. Will I be required to have the medication pre-authorized with Anthem? What is the process?

Prior Authorization programs may vary. Please refer to the flyer “Prior Authorization’ at www.uc.edu/hr/2015-health-plan/anthem as this will provide a list of the medications that Anthem requires prior authorization for today.

Do I have to use Anthem Home Delivery for maintenance meds?

AAUP faculty members enrolled in the PPO – no – the use of Anthem Home Delivery can be used as a convenient way to obtain maintenance medications.

All other employee groups enrolled in the PPO – yes. You will use Anthem Home Delivery for maintenance medications. If you choose to purchase your medications at retail, you will pay a 2x penalty after your second 30 day refill.

HDHP participants (regardless of employee group) are not required to use mail order for maintenance medications.

HEALTH SAVINGS ACCOUNT

Please watch for news about the transition to HealthEquity, our new HSA vendor, in mid-October.