IMPORTANT INFORMATION REGARDING YOUR DRUG PLAN – PLEASE READ

Your prescription drug coverage is an important part of your medical benefit plan. Effective May 1, 2019, IngenioRx will replace ExpressScripts as our pharmacy benefit manager. IngenioRx is an Anthem company.

IngenioRx provides expanded hours and service. Representatives are available 24/7/365 by calling the number on your Anthem member ID card. In addition, you will be able to manage your pharmacy and health plans at anthem.com and Anthem Anywhere.

Below are a few FAQs which may be helpful. You will also receive additional communications directly from Anthem in the coming weeks.

Will anything about my benefits change?
• There will be no changes to our UC medical or pharmacy benefits as a result of the transition to IngenioRx.
• You may continue to use the same local retail pharmacies as you do today to fill non-maintenance and non-specialty drugs.

Do I need to do anything?
• UC plan members were sent new ID cards at the end of December which contain all of the information needed to process claims and access member service. Your card will reference an Rx “BIN” number of 020099. Your cards will work both before, and after, the move to IngenioRx.
• You will receive a “welcome” letter introducing you to IngenioRx and explaining the service enhancements you can expect.
• If you use home delivery and/or specialty prescriptions, you will need to fill these prescriptions through IngenioRx. Please refer to the information below. In addition, you will receive a communication from Anthem describing next steps.

Are the drug lists changing?
• No.

Will prior authorizations transfer?
• Yes, prior authorizations for traditional and specialty medications will transfer to IngenioRx.

What should a member do if he/she has a problem filling a prescription?
• Once UC members have transitioned to IngenioRx, they will have 24/7 access to pharmacy-specific member services associates by calling the number on the back of your ID card.
• Member service associates will have tools and resources that allow them to troubleshoot member issues in real-time.
What will members who use home delivery need to do?
Effective on May 1, 2019, members will begin to fill home delivery prescriptions through the IngenioRx Home Delivery Pharmacy. If you have active refills, those prescriptions will be automatically transferred to IngenioRx.

- You will receive a letter from Anthem explaining the following:
  - For security reasons, payment information will not transfer to IngenioRx. Anthem will explain how to re-enter that information on the Anthem website.
  - Prescriptions for controlled substances and compound medications cannot be transferred. As a result, Anthem will explain that individuals filling these prescriptions at home delivery will have to contact their provider for a new prescription.
  - Individuals who are currently enrolled in the “auto-refill” program with Express Scripts home delivery will have to restart their auto-refills after the move to IngenioRx. Anthem will instruct these members to visit their health plan website or call the pharmacy member service number on the back of their ID card in order to reestablish their auto-refill program.

What will members who use specialty drugs need to do?

- Effective on May 1, 2019, members who have new specialty medications will begin to fill those medications through IngenioRx Specialty Pharmacy. Applicable prior authorizations must be sent by your provider to IngenioRx.
- If you have active refills prior to May 1, those prescriptions will be automatically transferred to IngenioRx from Accredo Specialty Pharmacy.
- You will receive a letter from Anthem assisting you with the transition.
- Every member who fills a specialty drug will be contacted by Anthem’s specialty care team, via telephone, to introduce you to IngenioRx, check in on your care, and help you with the move to IngenioRx.

Questions?
Please direct your questions to the phone number on your Anthem ID card.

WHAT’S NEW AND IMPROVED?

24/7 PHARMACY SUPPORT
FULLY INTEGRATED WEBSITE
ENHANCED DIGITAL TOOLS
MEMBER ID CARDS