

Prescription Drug News from Anthem

Anthem recently shared some news related to your prescription drug coverage, which we wanted to provide to you. There are two items you should be aware of:

1. **Effective January 1, 2024, Anthem's mail order program will be changing its name from CarelonRx Mail Order to CarelonRx Pharmacy.** (The first attachment is related to this.) This change brings with it several enhancements, including:
 - **Accessibility:**
 - **NEW!** 24/7 text or chat (digitally) directly with our pharmacists at any time.
 - **NEW!** Enhanced end-to-end order status tracking from prescription order to delivery.
 - Safe and secure maintenance medications delivered directly to a member's door.
 - 90-day supply of medication.
 - **Affordability:**
 - **NEW!** Accepts coupons; auto apply manufactured discounts (e-Voucher), if applicable.
 - Cost-saving opportunities (enhanced features).
 - Recommendations on lower-cost alternatives (enhanced features).
 - Clear understanding of medication costs, benefits, and insurance coverage before the prescription is filled (enhanced features).
 - **Simplicity and personalization:**
 - **NEW!** Enhanced, easy-to-use self-serve digital tools
 - Refill reminders, automatic refills, and drug interaction alerts.

There are some things members who use CarelonRx Mail Order today need to be aware of regarding the transition:

- Current mail prescriptions WITH refills will be transitioned automatically to CarelonRx Pharmacy. The exception to this is controlled prescriptions, they will require the provider to send over a new script.
 - If a member is enrolled in auto refills today, that will continue with CarelonRx Pharmacy
 - Members WILL need to update their financial information which they can do via Sydney, Anthem.com or customer service beginning Jan 1.
 - If a member has a refill with a member balance under \$200, the prescription will ship without delay and the member will be billed.
2. As is the case twice a year with every insurance carrier, Anthem has some changes coming up to their prescription drug formulary. In the past, Anthem used to make changes in October and April, but they are **transitioning now to a January & July cycle**. Some medications are either moving up a tier or are coming off the formulary entirely. **A letter will go out to any members affected by these changes directly from Anthem, and will include** the preferred alternatives that Anthem will still standardly cover for medications that are coming off the formulary. Members should speak to their doctor about their options if they take any of these medications.

If you have any questions, please contact Anthem customer service at the phone number on your member ID card or by logging in to your account at Anthem.com.