

## Did you know you can personalize your Rx home delivery?

As of January 1, 2024, CarelonRx Pharmacy, Anthem's home delivery pharmacy, started filling your home delivery medications.

As a result of this change, it's important that you take a moment to make sure your pharmacy profile and payment methods are set up just the way you want it, and it only takes just a few steps. There are two ways to update your information: on our Anthem website or through the Sydney Health app.

### On [anthem.com](https://www.anthem.com):

#### To change or confirm your personal information

- Under the Prescriptions tab, choose View Profile Details.
- Confirm or update your information under Your Settings with CarelonRx Pharmacy.

#### To set up automatic refills and home delivery

- Choose Prescriptions.
- Go to Manage Auto Refills and Renewals.
- Move any eligible prescriptions with remaining refills to home delivery.

#### To manage payment methods and reimbursements

- Under the Prescriptions tab, select View Profile Details.
- Choose Payments & Reimbursements under My Account.
- When you select CarelonRx Pharmacy Payment Method, you can add your preferred payment method.

### Using the **Sydney<sup>SM</sup> Health app**:

#### To change or confirm your personal information

- Select Pharmacy from the home page.
- Scroll down to My Profile to make updates and changes to your personal information.

#### To set up automatic refills and home delivery

- Select Menu and choose Prescriptions.
- Select Manage Auto Refills and Renewals.
- Move any eligible prescriptions with remaining refills to home delivery.

#### To manage payment methods and reimbursements

- Select Menu, then Profile.
- Under Profile, choose Select CarelonRx Pharmacy Payment Method.
- Add your preferred payment method.

### Registration and help

#### Getting started

If you haven't set up an account yet, registering is simple.

Use your member ID to register your account at [anthem.com](https://www.anthem.com) or on the Sydney Health app.

The Sydney Health app can be downloaded at the Apple Store® (iOS) or on Google Play (Android).

#### We're here to help 24/7

If you have questions, you can log in at [anthem.com](https://www.anthem.com) or use your Sydney Health app to chat live or find information that may answer your questions without the need to make a phone call.

If you can't find the answers you need online, we are always ready to help when you call us at 833-396-0309.

– Your Anthem Team