



Anthem Blue Cross
PO Box 66773
St. Louis, MO 63166-6773

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IMPORTANT INFORMATION ABOUT YOUR PHARMACY BENEFIT

Anthem Blue Cross is committed to finding ways to make health care more affordable for our clients and members. In support of this effort, on December 1, 2009, Express Scripts acquired NextRx. Express Scripts is a trusted name for millions of consumers and is one of the largest prescription benefit managers in the country. Working together, Anthem and Express Scripts will help promote better health and value for Anthem members. July 1 marks an important milestone in the integration process; Express Scripts will begin to administer your pharmacy benefit, although Anthem Blue Cross will continue to manage your plan. Please read below for detailed information about the changes.

If you are currently using NextRx mail service pharmacy, you will transition to Express Scripts Home Delivery on July 1.

Beginning July 1, please send home delivery prescription orders and the patient order form to Express Scripts at the new St. Louis, Missouri, address in the enclosed envelope. Ensure you have a 30-day supply of your medication on hand before placing your order for a new prescription. When filling a new prescription for the first time, you can expect your order within 10 to 14 days from the date it is received.

If you have refills remaining at NextRx on an active prescription less than one year old, the information will be automatically transferred to Express Scripts. You will be able to place the refill orders online, by mail or by phone, in the same manner as you do today.

You may continue to access anthem.com/ca for pharmacy information and online tools.

If you currently use anthem.com/ca to access pharmacy information, you can continue logging into the same site. However, beginning July 1, when you view pharmacy information through anthem.com/ca, you will be redirected to the Express Scripts website and asked to provide registration information. This information will be used to manage your pharmacy benefits and preferences for communication and privacy.

Si necesita ayuda en español para entender este documento, puede solicitarla sin costo adicional, llamando al número de servicio al cliente que aparece al dorso de su tarjeta de identificación o en el folleto de inscripción.

Express Scripts, Inc. is a separate company that provides pharmacy services and pharmacy benefit management services on behalf of health plan members. WellPoint NextRx, NextRx and PrecisionRx are registered trademarks of WellPoint, Inc. and are used under license by Express Scripts, Inc.

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. © ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross names and symbols are registered marks of the Blue Cross Association.

Other web changes include:

- Express Scripts Home Delivery customers will now have a convenient Bill Me Later payment option.
- You will have automatic-refill options with Express Scripts.
- Adult dependents will need to register to receive regular refill reminders.

Existing mail pharmacy customers may also notice changes such as the automated phone system or the color and layout of paperwork in the package from Express Scripts. Please refer to the enclosed list of frequently asked questions for more details.

We look forward to continuing to ensure that you receive the highest quality prescription drug service available.

Anthem Blue Cross

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FREQUENTLY ASKED QUESTIONS

Q. How long will it take to process my order?

A. There will be no change from what you experienced with NextRx; standard order processing time is three to five days for refills and 10 to 14 days for new prescriptions.

Q. Will my cardholder ID number stay the same?

A. Yes, the cardholder ID number will remain the same as it is today.

Q. Will there be changes to the way I place my order?

A. You can continue to order your refills by phone and online. To place a new order by mail, send your prescription and the patient order form to Express Scripts at the new St. Louis, Missouri, address in the enclosed envelope. Please include your ID number, date of birth and address on the back of each prescription.

Q. Can my prescription order be sent by fax?

A. Yes, only your physician can fax a prescription to 866-272-8856.

Q. Will I be able to access my prescription and order information online?

A. Yes. You will continue to log into your health plan website to access your pharmacy information and online tools. You will be redirected to the Express Scripts website where you'll be asked to register.

Q. Can I send in my prescription to be filled on a future date?

A. No. We ask that you hold your prescription and mail it in two weeks prior to when you need it filled.

Q. Can I continue to send prescriptions to NextRx?

A. No, new prescription orders and the enclosed patient order form should be sent to Express Scripts Home Delivery at the new St. Louis, Missouri, address in the enclosed envelope.

Q. Will there be changes in the way my medication is delivered?

A. Medications will still be delivered quickly by high-quality shipment vendors. However, a signature will be required for delivery of some high cost medications and Class II controlled substances. Additionally, cold packed medications may require a scheduled shipment.

Q. Can I fill a prescription not covered by my plan for the cash price?

A. No, if a prescription is received for a drug that is not covered, the order will be cancelled and the prescription mailed back to the patient.

Q. What should I do if I have additional questions?

A. Please log into your health plan website or call the number on a recent prescription label.

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