



## RE Sutton & Associates

April, 2019

### HIGHLIGHTS:

- ◆ On July 1<sup>st</sup> your pharmacy benefits will transition to Anthem's **IngenioRx**
- ◆ No benefit changes will occur due to the conversion to **IngenioRx**
- ◆ A 24/7 pharmacy team contact number is located on the back of your ID card for any assistance you may need
- ◆ Refillable home delivery and Specialty Rx prescriptions will need updated payment information provided
- ◆ Recommended refill of prescriptions prior to your transition, if you are getting low

### ANTHEM MEMBER NEWS—PLEASE READ

Anthem will be launching their very own Pharmacy Benefit Manager, **IngenioRx**, over the next few months. Your benefits will transition to the new platform on July 1<sup>st</sup>.

What does this mean for you?

- Every member will receive a welcome letter around May 1<sup>st</sup> with important information introducing **IngenioRx**
- No benefit plan changes will occur due to the **IngenioRx** transition
- You will have a 24/7 pharmacy team available for assistance
  - Pharmacy contact number can be found on the back of your ID card
- Your current ID card should already be updated with accurate information
  - If another is needed, you can download one off the Anthem website or request a new one be sent by calling Anthem's customer service line
- Prior authorizations will transfer over to **IngenioRx**
- If you take advantage of home delivery or fill a Specialty Rx, and have active refills remaining, you will need to update your payment information with **IngenioRx**
  - If this applies to you, you will receive a letter around May 15<sup>th</sup> with specific details on steps you will need to take
  - All new prescriptions, July 1 or later, should be directed to **IngenioRx**
- A very limited number of members needing to change retail pharmacies will receive a letter, early May, informing them of this need
- Once you have been transitioned over to the **IngenioRx** platform, your digital experience will be updated to allow you to price prescriptions, check order status, etc.

While Anthem has been testing the **IngenioRx** platform for over a year and believe it is ready to launch, **we would like to protect our clients and be proactive. If you are taking medication critical to your health and your supply is running low, we recommend filling your prescription prior to the conversion.**

RE Sutton & Associates will continue to monitor this transition and keep you informed of any important updates.

