



Anthem Blue Cross Blue Shield  
200 Virginia Avenue  
Indianapolis, Indiana 46204

Welcome Letter  
Audience: All Anthem  
Participants  
Mailing Date: 3/15



Mary A. Smith  
1234 Any Street  
Cincinnati, Ohio 45208

March, 2019

## Mary, here's some important information about your drug plan

New from IngenioRx

Your prescription coverage is an important part of your benefit plan, and IngenioRx will start managing it on May 1, 2019. IngenioRx is a new Anthem company that's here to help you get the most from your drug plan.

**Start taking advantage of these features on May 1, 2019.**

### What this means for you

You get teams of specialists to help you whenever you need it, powerful online tools that you can use at home or on the go, and access to your health and drug plans in one place.

**Expanded hours**  
Call us 24 hours a day, seven days a week at the Pharmacy Member Services number on your ID card.

### Get ready for IngenioRx

Double-check your anthem.com member account to make sure all of your preferences are the way you want them. Don't have an account? Registering at anthem.com is quick and easy.

**Website and mobile app**  
Manage your pharmacy and health plans at anthem.com and Anthem Anywhere.

You'll also want to be sure your pharmacy has your most recent Anthem ID card info on file.

**Online tools**  
Find a doctor or pharmacy, refill a prescription, learn about drug costs, and lots more in just a few clicks.

**Have questions?** Give us a call at the Pharmacy Member Services number on your ID card.

— Your Anthem team

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC) and HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company, In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies. WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Anthem Blue Cross and Blue Shield.

IngenioRx  
200 Virginia Avenue  
Indianapolis, Indiana 46204

March, 2019

Audience: Home  
Delivery Rx Participants  
**ingenioRx**



Mary A. Smith  
1234 Any Street  
Cincinnati, Ohio 45208

## Mary, let's talk about your home delivery medicines

You already know that IngenioRx will take care of your prescription drug plan starting on May 1, 2019. Now, here's some important information about what to expect next.

### Your home delivery prescriptions

We'll transfer any remaining refills you have to IngenioRx Home Delivery Pharmacy for you. But there are a couple things you need to know:

**Getting your prescription refills.** Starting on May 1, 2019, you'll need to order your refills by logging in at [anthem.com](http://anthem.com) or contacting us. If you are currently signed up for our auto refill program, you will still need to contact us for your first refill. Please have your prescription number when placing the order.

**Prescriptions for controlled substances will not transfer.** You'll need to get a new prescription for any controlled substance medications.

**Questions?** Take a look at the enclosed Questions and Answers or give us a call at the Pharmacy Member Services number on your ID card.

— Your IngenioRx Pharmacy Team

**ingenioRx**

Services provided by IngenioRx, Inc. In Tx, services provided by Ingenio, LLC.

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## Home Delivery Questions & Answers

### **How do I get my next refill with IngenioRx Home Delivery Pharmacy?**

- Starting May 1, 2019, IngenioRx will be your new home delivery pharmacy. You'll want to access your prescription drug plan online or call us after this date to order your next refill. You can also login to your health plan account beginning May 1, 2019 to update your preferences and payment information.

### **Will all my current home delivery prescriptions move over automatically to IngenioRx Home Delivery Pharmacy?**

- Most will, but if you currently take a controlled substance you will need to have your doctor send a new prescription electronically to IngenioRx Home Delivery Pharmacy. By law we aren't allowed to transfer these prescriptions for you.

### **Who do I tell my doctor to send new prescriptions to?**

- Starting May 1, 2019, your doctor should send new home delivery prescriptions electronically to IngenioRx Home Delivery Pharmacy.

### **Will my automatic refill transfer to IngenioRx Home Delivery Pharmacy?**

- If you have automatic refill in place today, it will not be transferring with your prescription, so you'll need to sign up again when you fill each prescription with IngenioRx Home Delivery Pharmacy. You can manage all your automatic refills online at [anthem.com](http://anthem.com).

### **What if my current prescription is expired?**

- Tell your doctor you have a new home delivery pharmacy and he or she can send any new prescriptions electronically to IngenioRx Home Delivery Pharmacy.

### **How long will it take me to get my medications from IngenioRx?**

- You should receive your medications in the same or faster amount of time as you receive them from your home delivery pharmacy today.



Anthem Blue Cross Blue Shield  
 200 Virginia Avenue  
 Indianapolis, Indiana 46204



Mary A. Smith  
 1234 Any Street  
 Cincinnati, Ohio 45208

*Audience:  
 Participants  
 who have  
 used an  
 independent  
 pharmacy  
 that is no  
 longer in  
 network.*

Month, 2019

## Mary, you can save by switching pharmacies

You've filled prescriptions with Pharmacy/Pharmacist Name, but Pharmacy/Pharmacist Name won't be in your pharmacy plan starting Month, 2019.

You can still go to Pharmacy/Pharmacist Name after that, but you'll have to pay the full price for your prescriptions. Avoid higher costs by switching to a pharmacy that's in your plan. Here are a few near you:

Pharmacy 1	Pharmacy 2	Pharmacy 3
Street Address	Street Address	Street Address
City, State ZIP	City, State ZIP	City, State ZIP
Phone	Phone	Phone

### How do I switch pharmacies?

It's easy. You can take your prescription to the new pharmacy, ask the new pharmacy to contact the old one, or ask your doctor to give the new pharmacy your prescriptions.

**Have questions?** Give us a call at the Pharmacy Member Services number on your ID card.

— Your Anthem team

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IngenioRx  
200 Virginia Avenue  
Indianapolis, Indiana 46204

March, 2019

Audience: Specialty Rx  
participants



Mary Smith  
124 Any Street  
Cincinnati, Ohio 45208

## Mary, let's talk about your specialty medicines

You already know that IngenioRx will take care of your prescription drug plan starting on May 1, 2019. Now, here's some important information about what to expect next.

### Your specialty prescriptions

IngenioRx Specialty Pharmacy will start handling your specialty prescriptions on May 1, 2019. We'll make the move easy for you by transferring the following prescriptions and any related prior approvals:

Specialty Drug 1  
Dose

Specialty Drug 2  
Dose

**A member of the IngenioRx Specialty Pharmacy Care Team will call you in the next few weeks to go over your care plan with you and answer your questions.**

If you happen to miss the call or want to talk to the Care Team now, **please call us at 1-888-000-0000.**

— Your IngenioRx Pharmacy Team



Services provided by IngenioRx, Inc. All other services provided by the plan.

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IngenioRx  
200 Virginia Avenue  
Indianapolis, Indiana 46204

March, 2019

*Audience: Participants  
Who use both Specialty  
Rx & Home Delivery  
Rx*

**INGENIO**Rx



Mary A. Smith  
1234 Any Street  
Cincinnati, Ohio 45208

## Mary, let's talk about your specialty and home delivery medicines

You already know that IngenioRx will take care of your prescription drug plan starting on May 1, 2019. Now, here's some important information about what to expect next.

### Your specialty prescriptions

IngenioRx Specialty Pharmacy will start handling your specialty prescriptions on May 1, 2019. We'll make the move easy for you by transferring the following prescriptions and any related prior approvals:

Specialty Drug 1  
Dose

Specialty Drug 2  
Dose

**A member of the IngenioRx Specialty Pharmacy Care Team will call you in the next few weeks to go over your care plan with you and answer your questions.**

If you happen to miss the call or want to talk to the Care Team now, **please call us at 1-888-000-0000.**

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We'll transfer any remaining refills you have to IngenioRx Home Delivery Pharmacy for you. But there are a couple things you need to know:

**Getting your prescription refills.** Starting on May 1, 2019, you'll need to order your refills by logging in at [anthem.com](http://anthem.com) or contacting us. If you are

currently signed up for our auto refill program, you will still need to contact us for your first refill. Please have your prescription number when placing the order.

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— Your IngenioRx Pharmacy Team

