

It's time to get ready for your new pharmacy benefits

Pharmacy is an important part of your health benefits. Beginning January 1, 2023, Anthem Blue Cross and Blue Shield will manage all of Henrico's medical and prescription drug plans.

Some great features about this include:

- One combined medical and pharmacy card.
- One sign on through [anthem.com](https://www.anthem.com) or through the Sydney Health app to view both medical and pharmacy information:
 - Find a pharmacy
 - Check your drug list and compare medication costs
 - Setup home delivery and refill prescriptions
 - Review your claims
 - Check your copay, deductible, and coinsurance amounts
- For Standard, Premier and Out of Area PPO plans, covered medical and pharmacy claims will all be combined into one out of pocket (pharmacy deductible still applies).

Your Drug List

Beginning January 1, 2023, your health plan will use the National Direct 3-Tier Drug List, which means your plan now covers a new list of prescription drugs.

You can check if medications you take are in your drug list at [anthem.com/nationaldirect3tier](https://www.anthem.com/nationaldirect3tier). For a more detailed list, log in at [anthem.com](https://www.anthem.com). If a medication is not on the list, there are other high-quality, cost-effective choices, called preferred alternatives, that are. Medications not included on the National Direct Drug List, along with their preferred alternatives can be found at [ENG ABS National Direct Drug List-10.1 \(anthem.com\)](https://www.anthem.com/eng-abs-national-direct-drug-list-10.1).

Drug lists can change, so you may want to check it when you have a new prescription. We will send you a letter if a drug you take is removed from the list.

Making the move is easy

Anthem's home delivery and specialty pharmacy, CarelonRx Mail and CarelonRx Specialty Pharmacy, will start handling your prescriptions on January 1, 2023. We'll make the move easy for you by transferring any remaining refills for your existing prescriptions. If your prescription is for a controlled substance, is expired or has no refills left, you will need to have your doctor send a new prescription to a participating pharmacy electronically.

Pharmacy tools and key information

Start taking advantage of these customer support features on January 1, 2023.

Teams of specialists

When you call, you will be connected with pharmacy experts specifically trained to handle your needs.

Online tools

With the Sydney Health app, you can manage your benefits from anywhere. Download it at the Apple Store® (iOS) or on Google Play (Android).

Home Delivery

If you regularly take medication for ongoing conditions like asthma, diabetes, or high cholesterol, you can save time and money with our home delivery service. CarelonRx will deliver up to 90-day supplies with free standard shipping. Sign up at [anthem.com](https://www.anthem.com).

For certain drugs, you can fill a 90-day supply at most participating retail pharmacies in your plan. This can save you time on refills.

Specialty Pharmacy

If you have a health condition that requires specialty medicine, such as those you take by injection or infusion, or that need special handling, you will need to order through CarelonRx Specialty Pharmacy.

Your Cost

Your share of medication cost — including copays and coinsurance — depends on your plan and the pharmacy you use. You will find this information when you log in at [anthem.com](https://www.anthem.com). If you have a health savings account (HSA), you can use it to pay for prescriptions. You will pay the drug-tier price until you meet your deductible. After that, you'll just pay your plan's copay or coinsurance amount.

We're here to help

On or after January 1, 2023, you can call us at the Pharmacy Member Services number on the back of your new ID card and let us know to order your next refill. We will ask you for payment information when you order online or call us. You should receive your medications in the same or faster amount of time as you receive them from your home delivery pharmacy today.

— 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 administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by 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 Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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