In the past, mail order prescription benefits for IU-sponsored medical plans have been administered through NextRx, an affiliate of Anthem/Wellpoint. Anthem’s prescription drug plan is now administered by Express Scripts, a leading pharmacy benefits management company.

**Prescription Drug Pricing**
Shopping for the best price on medication is critical. Anthem Blue Cross and Blue Shield encourages members to be active consumers. That means taking time to compare drug prices. There are three basic ways to obtain drug cost estimates:

1. **Call the number on your health plan ID card.**
   A Customer Service representative can quickly provide a pharmacy-specific price quote. When calling, the member should give the name of the medication, strength, formulation (such as tablet or capsule), quantity, days supply, and the name of the pharmacy.

2. **Visit anthem.com.**
   - Log in and choose the “MyPharmacy” tab
   - Click the “My Pharmacy Account” link
   - Click the “Continue” link
   - Click the “Price a Drug” link
   - Choose the member who will be taking the medication, and enter at least the first three letters of the medication in the “Drug Name” text box and click “Next”
   - Select the desired medication and click “Next”
   - Enter the number of pills you take, your supply and if you take the medication on a regular basis, and then click the “Get Price” button

3. **Take the prescription to a local pharmacy.**
   The pharmacist can submit a “test claim” to obtain a price. If the cost is too high, the test claim will be reversed, and the member can talk to his or her doctor about alternative treatment, such as lower-cost generic equivalents.

**Tiers/Copay Amounts**
Your copay amount may vary based on whether the Prescription Drug, including covered Specialty Drugs, has been classified by the Plan as a first, second, or third “tier” drug. Copay amounts by plan are listed online at [http://hr.iu.edu/benefits](http://hr.iu.edu/benefits).

**Retail Pharmacy Network**
In-network retail pharmacy benefits are provided through the Anthem Rx Pharmacy Network. The participating pharmacy provider network for Anthem’s prescription drug plan includes more than 62,000 retail pharmacy locations. Among the participating pharmacy chains are:

- CVS
- WalMart
- Osco
- Medicine Shoppe
- Rite-Aid
- Kroger
- Walgreens
- Meijer
- Marsh
- Target
- Kmart

Other chain and independent pharmacies may also participate in the retail pharmacy network. To find a nearby pharmacy, visit the Anthem web site at [anthem.com](http://anthem.com). Select ‘Find a Doctor,’ then under National Directories select ‘Find a Network Pharmacy Near You,’ enter your zip code, and ‘Search.’ If you do not have access to the Internet, contact Anthem Customer Service by calling the number listed on the back of your ID for a list of local pharmacies.
Anthem’s Prescription Drug Plan for Indiana University Medical Plans
IU PPO S900 Deductible Plan, PPO Blue Access Plan, and HDHP PPO & Medical Savings Plan

It may sometimes be necessary for a member to purchase prescription medication(s) from a non-participating pharmacy, such as during an emergency. However, using a non-network pharmacy means the member will pay the full cost of the prescription. Members should complete the Prescription Drug Claim Form when they purchase prescription medications from a non-participating pharmacy provider. Completed Prescription Drug Claim Forms should be mailed to the following address: Anthem’s Prescription Drug Plan, PO Box 145433, Cincinnati, OH 45250-5433.

Days Supply
All IU plans allow members to get up to a 30-day supply of covered medications at a retail pharmacy. Members simply show their ID card at the pharmacy and pay the appropriate copayment or coinsurance amount, depending on the plan you are enrolled in.

Home Delivery Pharmacy
Home Delivery Pharmacy (previously referred to as Mail Service Pharmacy), is a convenient and cost-effective way for members to receive their ongoing-therapy (maintenance) medications. Members can access and download the Express Scripts Prescription order form by logging into their anthem.com account, and then linking from the MyPharmacy tab in MyAnthem to the Express Scripts website. Prescription order forms for home delivery are available for members to download under the “My Prescriptions” section.

Orders can be placed with the home delivery pharmacy by mail, phone, web or fax. Please Note: If a prescription is received for a drug that is not covered, the order will be cancelled and the prescription mailed back to the member.

Mail:
• Obtain a new prescription from your doctor for your medication(s), requesting a 3-month supply with 3 refills, or the maximum your benefit allows through home delivery pharmacy services. PLEASE NOTE: Express Scripts will process all prescriptions at time of receipt.
• Complete the Patient Profile section of the Express Scripts home delivery profile form for covered members.
• Mail the prescription(s) along with your applicable payment and profile form to: Express Scripts, Home Delivery Service, PO Box 66584, St Louis, MO 63166-6584.

Phone: Physicians can call in prescriptions for home delivery pharmacy at: 866-216-5449

Web: Members can print an Express Scripts prescription order form by accessing the Express Scripts website after logging into anthem.com. In addition, members can request Express Scripts to transfer prescriptions from the retail pharmacy to the Express Scripts Home delivery pharmacy.

Fax: In accordance with the Board of Pharmacy, Express Scripts Home Delivery Pharmacy Services will only accept faxed prescription requests sent directly from a physician or physician’s office. Express Scripts will process all faxed prescriptions at the time of receipt. The doctor must include the following information along with the prescription:

› Patient’s name
› Patient’s date of birth
› Patient’s complete address
› Patient and/or Cardholder identification number
› Prescribing Physician’s name, office phone number, and fax number
› Prescribing Physician’s DEA number
› Prescribing Physician’s signature

The physician or physician’s office should fax a coversheet containing the full name of person faxing the prescription, a telephone number (if different than above), and the time and date of transmission. Faxed prescription requests should be forwarded to Express Scripts Pharmacy Home Delivery Pharmacy at 800-521-5779.

Refilling Mail Order Prescriptions
Members can refill a medication for home delivery by mail, web, or phone.
Anthem’s Prescription Drug Plan for Indiana University Medical Plans
IU PPO $900 Deductible Plan, PPO Blue Access Plan, and HDHP PPO & Medical Savings Plan

- **Mail**: Members may order a refill using the refill request form included in the initial prescription package.
- **Web**: Members may place orders for refills online through the Express Scripts website after logging into anthem.com.
- **Telephone**: Members may order refills 24-hours a day by calling 866-216-2119 to talk directly to customer service or by using a touch-tone phone to input refill orders electronically.

**Paying for Prescriptions**
The Home Delivery Pharmacy accepts a variety of payment methods, allowing employees to use the option that's most convenient for them. Express Scripts suggests that all orders include payment to allow processing without delay. Orders may be paid for by:

- VISA, MasterCard, American Express, or Discover
- Bank-issued debit card
- Personal check or money order
- FSA or HSA card
- Delayed payment through “Bill Me Later”

With the Express Scripts Pharmacy, billing is a two-step process. Once the order has adjudicated, a hold is placed on the customers’ credit card to secure the funds. The actual billing charge occurs at the time the order actually ships. This is a change from the process used by the NextRx pharmacy, which billed the credit card at the point of adjudication.

Qualifying members can use the Bill Me Later option, which allows you to pay for maintenance medications over time. Learn more about Bill Me Later at billmeafter.com.

**Prescription Delivery**
Pharmacy processing time will average about two to five business days. However, members should allow additional time for postal service delivery. *It is advisable for first-time users of the home delivery pharmacy to have at least a 30-day supply of medication on hand* when a request is placed with the Express Scripts Pharmacy. If the prescription order has insufficient information or if Express Scripts needs to contact the prescribing physician, delivery could take longer. It is advisable for first-time users of the home delivery pharmacy to ask the doctor for two signed prescriptions.

- One for an initial supply to be filled at your local retail participating pharmacy
- The second for up to a 3-month supply with refills to send to Express Scripts

Medications are delivered quickly by high-quality shipment vendors. 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.

**Automated Phone Calls and/or an Email Notifications**
There are 4 different types of automated outbound call notifications/email notifications.

- **Order Received**: Members will receive an order receipt notification once the order has been entered for processing. Please allow 24-48 business hours for a prescription to be visible and notified of receipt.
- **Order Shipped**: Members will receive an order shipped notification once the order shows a shipped status.
- **Order Delayed**: Members will receive an order delayed notification if the order has been processing for greater than 5 days.
- **Refill Reminder**: Members will receive a refill reminder when a medication is due to be filled. Please follow the prompts to either refill or decline to prevent future calls on that prescription.

**PLEASE NOTE**: Due to HIPAA regulations, the member’s name and drug name cannot be mentioned on the automated outbound calls.

A member may contact customer service at 866-216-4207 to request removal from the notification distribution. Being removed from this distribution will remove them from all categories of automated outbound call notifications/email notifications, including order received, order shipped, order delayed, and refill reminders.

**Customer Service**
For specific questions about Home Delivery, coverage, network pharmacy locations, and/or services, members may contact Express Scripts at 866-216-4207.