

MyAnthem News

eBULLETIN



Prescription Plan Update: Members to migrate systems starting July 1

Our parent company completed a deal to sell its NextRx pharmacy benefit management subsidiaries to Express Scripts. As a result, customers will gain the advantage of best-in-class programs from both organizations.

Members will keep their existing ID cards and numbers. Customer Service phone numbers, drug list/formulary and benefit designs will remain the same.

However, mail order pharmacy customers and website users will experience some changes beginning July 1.

Mail Pharmacy

Current NextRx mail service pharmacy customers will transition to Home Delivery from the Express Scripts Pharmacy.

What IS NOT Changing:

- Express Scripts Pharmacy order processing times are the **same** as what members experienced with NextRx. For refills, standard order processing time is three to five days, and standard order processing time for new prescriptions is 10 to 14 days.
- **On July 1, if a member has refills remaining on current prescription(s) at NextRx, the information will be sent to the Express Scripts Pharmacy. The member will be able to place the refill orders online or by phone, in the same manner as today.**
- Members taking **specialty medications will not experience changes** upon migration. Specialty medications will continue to be dispensed primarily through PrecisionRx Specialty Solutions.

What IS Changing:

- Members can continue filling orders through NextRx until June 30. **After June 30, they should send new prescription orders to the Express Scripts Pharmacy by completing the new patient information order form and send it with the new prescription to the new St. Louis, Missouri address.**
- If members have refills remaining at NextRx on an active prescription less than one year old, **the information will be transferred automatically to Express Scripts.** Members will be able to place the refill orders online, by mail or by phone, in the same manner as they do today.
- Existing mail pharmacy customers may notice changes to the automated phone system as well as the “look” of the information sent to your home.

Web Experience

Members who currently use anthem.com/ca to access pharmacy information will continue logging into the same site.

However, beginning July 1, when members view pharmacy information through anthem.com/ca, they will be automatically redirected to the Express Scripts website and asked to provide registration information. This information will be used to manage members' pharmacy benefits and preferences for communication and privacy.

Other web changes include:

- Customers of Home Delivery from the Express Scripts Pharmacy will now have a convenient Bill Me Later payment option.
- Members will also have automatic-refill options with the Express Scripts Pharmacy.
- Regular refill reminders for adult dependents will no longer be available.

Member Communications

Current mail pharmacy customers will be sent [letters](#) that detail the changes listed above beginning June 14. These mailings will also include an Express Scripts Pharmacy new patient information order form and a [Frequently Asked Questions](#) document.

PLEASE NOTE: The new forms for ExpressScripts will not be available until after July 1, 2010. Once available you can obtain them either online, on the HBUHSD insurance website or in the insurance department.

If you have any questions, please contact your insurance department at 714-903-7000 x4370 or 4371.