

County of San Benito

Anthem High Deductible Health Plan Members

Prescription Rx Frequently Asked Questions (FAQ): What You Need to Know

Beginning January 1, 2017, the County will offer a new health plan called Anthem High Deductible Health Plan (HDHP). This will not be a transition from old to new but a brand new product. This document will focus on the new rather than the differences between current plans you may be enrolled in vs this new plan.

Q: Who is the Pharmacy Benefits Manager (PBM)?

A: Anthem uses the Express Scripts pharmacy – but all claims and customer service questions will run through Anthem.

Q: Will I receive a member ID card?

A: Yes you will receive one card from Anthem for both Medical and Prescription coverage.

If you do not receive a new ID card by the end of December please call Anthem. They can help determine the reason you have not received your ID card.

Anthem customer service number: **800-967-3015**

Your group number is: **175075**

Q: What if Anthem does not show me enrolled in the system?

A: If you are not enrolled in the system please contact Businessolver who will work with both the carriers and the County to get your enrollment corrected.

Businessolver customer service number: **844-427-5554**

Q: Will I receive information about the new pharmacy benefits?

A: Yes, Anthem will send a welcome kit to all enrolled subscribers.

Q: How will I know if the medication I am currently taking will be covered?

A: After you receive your ID card you can call the Anthem phone number on the back of your card to get information about your specific needs.

Q: Can I continue to use the same pharmacy?

A: The major retail chains that you may be accustomed to using are available through the Anthem/Express Scripts Pharmacy network. If you use a small privately owned pharmacy, call Anthem's customer service line on the back of your ID card and ask for assistance.

Q: Does the Deductible need to be satisfied before the co-pays on my prescriptions apply?

A: Yes. The cost of the drug will be at a discounted rate, but you are responsible for the full cost of the discounted drug until the deductible has been met. It is best to use generics as these are normally much lower in cost which equate to lower out of pocket costs for you.

Q: How do I fill a prescription at a retail pharmacy?

A: Effective January 1, 2017, locate a network pharmacy and present your member ID card at the pharmacy counter. Your insurance information will be entered and you will pay your share of the cost.

Q: If I need a prescription refill in January 2017, what should I do?

A: It is recommended to request any prescription refills that are upcoming in early 2017 in December 2016 to ensure you have your medications readily available when you need them. Although we don't expect to have any issues with your receiving your medications, it is a precaution we advise all on maintenance medications to take.

Q: Where can I get a 90-day supply of my medication?

A: You can only access a 90-day supply through the Anthem Rx mail order program. There are no retail pharmacies that can dispense a 90-day supply under this plan.

Q: What are the advantages of using home delivery?

A: Many members will find home delivery to be a convenient, cost-effective and safe option for medications they take regularly.

- Medications are delivered directly to your mailbox, which means fewer trips to the pharmacy.
- You will receive up to a 90-day supply, which may save you money on copays.
- Pharmacists are available by phone 24 hours a day, 7 days a week, to answer questions.
- You can set up automatic reminders to help you remember when to take your medication and refill your prescription.