

Dear Member, it's time to get ready for your new pharmacy benefits

Pharmacy is an important part of your health benefits. Starting January 1, 2023, CarelonRx will manage your prescription drug coverage. Please watch the mail for your new Anthem ID card. You will need to present this card when you use your pharmacy benefits.

What this means for you

If you're currently getting a prescription from a **retail pharmacy**, you may be able to continue receiving your refills from that pharmacy using your new Anthem ID card.

If your current **home delivery** prescription has refills left, there is no need to get a new home delivery prescription. Home delivery prescriptions for controlled substances, compound medications, or expired prescriptions will not transfer. 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.

Making the move is easy

Starting January 1, 2023, you can call **833-923-0115** and let us know to order your next refill. Your new refill will come from Anthem's home delivery pharmacy, CarelonRx. 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.

If this is your first time using the home delivery pharmacy, make sure you have sufficient supply of your medication before you place your first order for a 90-day supply through home delivery. First orders can take up to 2 weeks to arrive.

We're here to help

If you have questions about this change or your plan, please call 833-923-0115.

— Your Anthem Team

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CarelonRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Anthem Blue Cross.

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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

If you haven't already signed up, registration on [anthem.com](https://www.anthem.com) is easy:

- Sign up for home delivery.
- Find a pharmacy.
- Refill a prescription.
- Learn about drug costs.
- And more with just a few clicks.

Use the information below at the pharmacy to fill a prescription on or after January 1, 2023 (if you don't have your Anthem ID card):

BIN: 020099
PCN: WG
Group WLHA