

Your prescription drug plan

Retail pharmacy network

Our network includes more than 56,000 pharmacies across the country. That means you have easy access to your prescriptions wherever you are – at work, home or even on vacation. Using pharmacies in the network will help you get the most from your drug plan. When picking up your prescription at the pharmacy, be sure to show your plan ID card.

To make sure your pharmacy's in our network, visit anthem.com/ca.

- Log in and click on "Refill a Prescription." You will be directed to the Express Scripts website.
- Click on "My Prescription Plan" in the left-hand column.
- Click on "Find a Pharmacy."

Home Delivery Pharmacy

Home delivery is for people who take medicine on an ongoing basis. Our preferred home delivery pharmacy, managed by Express Scripts, sends you the medicine you need, right to your door. As a home delivery customer, you'll also enjoy:

- Free standard shipping
- Access to pharmacists for drug questions
- Safe, accurate prescriptions

Getting started with home delivery

Switching is simple. You can order by mail or fax. Your order should arrive within 14 days of the date we receive your order form.

Note about your pharmacy information on the web:

Express Scripts is the company that manages the operations of your drug plan. The first time you're directed to the Express Scripts website, you'll go through a brief registration. The purpose is to set your preferences for communication and privacy. You'll do this only once.

Please do not go directly to the Express Scripts website. The only way to make sure you're viewing your pharmacy information correctly is by logging in to anthem.com/ca first.

Your prescription drug plan (continued)

By mail: Visit anthem.com/ca to get an order form.

- Log in and select "Refill a Prescription." You will be directed to the Express Scripts website.
- Click on "Fill a New Prescription."
- Choose the "Print a Prescription Order Form" link. You can print the form and complete it by hand. Or you can fill out a web-based form and print it.
- Mail your completed form, prescription from your doctor for a 90-day supply, and payment to:

Home Delivery Pharmacy
PO Box 66558
St. Louis, MO 63166-6558

By fax: Have your doctor fax your prescription and plan ID card to **866-272-8856**. It must be faxed directly from your doctor's office. If there is a question about your prescription, the pharmacy will contact your doctor.

Ordering refills

With home delivery, you don't have to worry about running out of medicine. That's because the pharmacy will let you know when it's time to order refills. You can easily order by phone, mail or online.

By phone: Have your prescription label and credit card ready. You can order whenever you like, 24/7. Call **866-297-1013** and select "Automated Refill Order Line" from the menu. Or press zero any time to speak with a patient care advocate. If you are speech or hearing impaired, call **800-899-2114**. Follow the prompts to place your order.

By mail: Fill out an order form you received with a previous order. Affix your label or write your refill number in the space provided. Mail the form and your payment to:

Home Delivery Pharmacy
PO Box 66558
St. Louis, MO 63166-6558

Online: Visit anthem.com/ca.

- Log in and select "Refill a Prescription." You will be directed to the Express Scripts website.
- Choose the drugs you want to refill, and click "Add Refills to Cart."
- Review the order, shipping method, payment, medical information and contact information, and make changes if needed.
- Click "Place My Order."

Your prescription drug plan (continued)

Specialty pharmacy

CuraScript, the Express Scripts specialty pharmacy, provides support and medicine for people with complex, long-term conditions. They include (but aren't limited to):

- Asthma
- Bleeding disorders
- Cancer
- Crohn's disease
- Cystic fibrosis
- Growth hormone deficiency
- Hepatitis
- HIV/AIDS
- Iron overload
- Multiple sclerosis
- Psoriasis
- Pulmonary arterial hypertension
- Rheumatoid arthritis
- Respiratory syncytial virus (RSV)
- Transplant

Nurses, pharmacists and patient care advocates work together to help improve your care. Their goal is to help you get the best results from your treatments.

Ordering specialty drugs

You can place your first order by phone or fax.

By phone: Call **800-870-6419**, Monday through Friday, 8:00 a.m. to 10:00 p.m.; Saturday, 9:00 a.m. to 1:00 p.m., Eastern time. A patient care advocate will help you get started.

By fax: Ask your doctor to fax your prescription and a copy of your plan ID card to **800-824-2642**.

CuraScript's CareLogic® programs help people with the conditions listed on this page. These programs teach you about treatment for your condition and help you understand and cope with medication side effects. CareLogic nurses and pharmacists will schedule time with you to find out how you are doing. They also will help you manage the side effects of treatment.

Call 888-773-7376, Monday through Friday, 8 a.m. to 9 p.m., Eastern time, to learn about how CareLogic can help you better manage your health condition.

Your prescription drug plan (continued)

Ordering refills

Online: Visit anthem.com/ca.

- Log in and select "Refill a Prescription." You will be directed to the Express Scripts website.
- Choose the drugs you want to refill, and click "Add Refills to Cart."
- Review the order, shipping method, payment, medical information and contact information, and make changes if needed.
- Click "Place My Order."

Note: For some drugs, you must call to order a refill.

By phone: Have your member ID number and CuraScript prescription number ready. Call **800-870-6419**, Monday through Friday, 8:00 a.m. to 10:00 p.m.; Saturday, 9:00 a.m. to 1:00 p.m., Eastern time, and select "Place a Refill Order" from the menu. Or press zero any time to speak with a patient care advocate. If you are speech or hearing impaired, call **800-221-6915**. Follow the prompts to place your order.

Drug list

Our drug list (sometimes called a formulary) is a list of prescription drugs covered by your plan. It's made up of hundreds of brand and generic drugs.

We research drugs and select ones that are safe, work well and offer the best value. That's because we think it's important to cover drugs that help people stay healthy so they can work, go to school, and continue the activities of a busy life.

Sometimes we update the drug list if new drugs come to market, or if new research becomes available. To view the current list, visit www.anthem.com/ca/tierdrug.

If you don't have access to a computer, you can check the status of a drug by calling Customer Service at the phone number on your plan ID card.

Generic drugs

If you're taking a brand-name drug, you may save money by switching to an effective, lower-cost generic drug. Your plan covers both brand and generic (or non-brand) drugs. When you choose a generic, your drug will work just as well as a brand drug - but usually at a lower cost.

Brand and generic drugs have the same active ingredient, strength and dose. And, generics must meet the same high standards for safety, quality and purity.

Your prescription drug plan (continued)

Why pay more for a drug's name?

Sometimes brand names matter. But when it comes to your medicine, why pay extra just for the name? Generic drugs cost much less than brand-name drugs but are just as safe and effective. In fact, the biggest difference between most generic and brand-name drugs is the price. The Food and Drug Administration requires that brand and generic drugs have the same:

- Active ingredients
- Strength
- High quality standards
- Dose

Talk to your doctor to see if a generic is right for you. Don't switch or stop taking any drugs until you talk to your doctor.

Prior authorization

Most prescriptions are filled right away when you take them to the pharmacy. But, some drugs need our review and approval before they're covered. This process is called prior authorization. It focuses on drugs that may have:

- Risk of serious side effects
- High potential for incorrect use or abuse
- Better options that may cost you less
- Rules for use with very specific conditions

If your drug needs approval, your pharmacist will let you know. To check in advance, call the Customer Service phone number on your ID plan card.

The drug list also includes this information.



HOME DELIVERY PHARMACY ORDER FORM

To MAIL your prescription:

1. "Patient" box must be filled out.
2. Have your Doctor write a prescription.
3. Send your new prescription along with this completed form to:
Express Scripts Home Delivery Service
PO Box 66558
St. Louis MO 63166-6558

To FAX your prescription:

1. Both "Dr/Prescriber" and "Rx Form" boxes must be filled out.
2. Doctor can fax to: 1-866-272-8856
 - **Class II prescriptions cannot be faxed.**
 - Faxes will only be accepted from a doctor's office.

PATIENT

Member ID: _____

First Name: _____ Last Name: _____

Date of Birth: _____ Phone: _____

Address: _____

E-mail: _____

Allergies: _____

Health Conditions: _____

Over-the-Counter Medications: _____

DOCTOR/PRESCRIBER

DEA: _____

Name: _____

Address: _____

Phone: _____

Fax: _____

PATIENT OPTIONS

- I want non-child resistant caps, when available.
- I want a copy of my bottle label in large print on a separate sheet of paper.
- Check here for rush delivery. Once your order is received and filled, it will be shipped overnight for \$21.

If you want to make a payment or update your health conditions, please visit your health plan provider's website.



2161

Rx

 First Name Last Name Date: ___ / ___ / ___

Drug Name/Form/Strength	Qty	Directions for Use	Refills

X _____
 Doctor/Prescriber Signature – Substitution Permissible

X _____
 Doctor/Prescriber Signature – Dispense as Written

Stamped signatures cannot be accepted.

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