

IngenioRx  
200 Virginia Avenue  
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Mary A. Smith  
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## Mary, let's talk about your home delivery medicines

You already know that IngenioRx will take care of your prescription drug plan starting on July 1, 2019. Now, here's some important information about what to expect next.

### Your home delivery prescriptions

We'll transfer any remaining refills you have to IngenioRx Home Delivery Pharmacy for you. But there are a couple things you need to know:

**Getting your prescription refills.** Starting on July 1, 2019, you'll need to order your refills by logging in at [anthem.com](http://anthem.com) or contacting us. If you are currently signed up for our auto refill program, you will still need to contact us for your first refill. Please have your prescription number when placing the order.

**Prescriptions for controlled substances will not transfer.** You'll need to get a new prescription for any controlled substance medications.

**Questions?** Take a look at the enclosed Questions and Answers or give us a call at the Pharmacy Member Services number on your ID card.

— Your IngenioRx Pharmacy Team



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**How do I get my next refill with IngenioRx Home Delivery Pharmacy?**

- Starting July 1, 2019, IngenioRx will be your new home delivery pharmacy. You'll want to access your prescription drug plan online or call us after this date to order your next refill. You can also login to your health plan account beginning July 1, 2019 to update your preferences and payment information.

**Will all my current home delivery prescriptions move over automatically to IngenioRx Home Delivery Pharmacy?**

- Most will, but if you currently take a controlled substance you will need to have your doctor send a new prescription electronically to IngenioRx Home Delivery Pharmacy. By law we aren't allowed to transfer these prescriptions for you.

**Who do I tell my doctor to send new prescriptions to?**

- Starting July 1, 2019, your doctor should send new home delivery prescriptions electronically to IngenioRx Home Delivery Pharmacy.

**Will my automatic refill transfer to IngenioRx Home Delivery Pharmacy?**

- If you have automatic refill in place today, it will not be transferring with your prescription, so you'll need to sign up again when you fill each prescription with IngenioRx Home Delivery Pharmacy. You can manage all your automatic refills online at [anthem.com](http://anthem.com).

**What if my current prescription is expired?**

- Tell your doctor you have a new home delivery pharmacy and he or she can send any new prescriptions electronically to IngenioRx Home Delivery Pharmacy.

**How long will it take me to get my medications from IngenioRx?**

- You should receive your medications in the same or faster amount of time as you receive them from your home delivery pharmacy today.