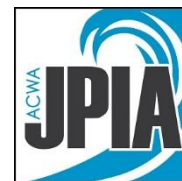


September 24, 2018



<First> <Last>
<Address 1>
<Address 2>
<City>, <State> <Zip>

Dear Anthem participant,

MedImpact is pleased to welcome you and your covered dependents to a new prescription drug program brought to you in partnership with your employer's Anthem plan and the Association of California Water Agencies Joint Powers Insurance Authority (ACWA JPIA). **MedImpact will begin managing your pharmacy benefit on January 1, 2019.** This program is designed to provide high quality care, while helping to manage the rising costs of prescription drugs.

MedImpact's ACWA JPIA-specific website is not expected to be available until January 1, 2019. The customer service contact numbers are expected to be available in mid-December.

The following networks all work together to provide access to your pharmacy benefits.

Retail Pharmacy Benefits

MedImpact's participating pharmacy network includes more than 67,000 participating pharmacies, including regional and national chains and independent community pharmacies. To locate a pharmacy near you, log on to www.medimpact.com/JPIA after January 1, 2019 and click on the pharmacy locator link. This tool enables you to search for local pharmacies as well as print a map with driving directions. It is *very* likely your current local pharmacy is in the MedImpact retail pharmacy network.

Mail Order Pharmacy Benefits

You can obtain a 90-day supply for ongoing medication(s) through the mail order program with MedImpact Direct Mail. Your prescriptions can be delivered right to your home. Mail order continues to be required for maintenance medications after two 30-day fills at a retail pharmacy. To assist participants with the transition, already ongoing maintenance medications will be exempt from the mail order requirement for the first two fills in 2019. To learn more about the mail order program or to obtain a mail order brochure, go to www.medimpactdirect.com after mid-December, or call MedImpact Direct Mail at **1-855-873-8739** after after mid-December.

Specialty Drug Benefits

Your Specialty Pharmacy will be MedImpact Direct Specialty. This program supports patients with complex health conditions who need certain injectable medications, medications with strict compliance requirements, or medications with special storage needs. If you are currently on a specialty medication, MedImpact Direct Specialty will contact you before January 1, 2019 to ensure a seamless transition. You can receive your specialty medications mailed to your home, physician's office, or other designated location. For more information about this service, please contact MedImpact Direct Specialty at **1-877-391-1103** after after mid-December, or visit www.medimpactdirect.com after mid-December.

Contact Information Effective 1/1/2019

Company	Website	Contact Number
MedImpact	www.MedImpact.com/JPIA (12/1)	1-888-728-5056 (mid-Dec)
MedImpact Direct Mail	www.MedImpactDirect.com (mid-Dec)	1-855-873-8739 (mid-Dec)
MedImpact Direct Specialty	www.MedImpactDirect.com (mid-Dec)	1-877-391-1103 (mid-Dec)

Questions?

If you have a question about your new pharmacy benefit plan, please contact a MedImpact representative at **1-888-728-5056 beginning in mid-December**. If you have a general question about the transition from Express Scripts to MedImpact **before then, you may contact the ACWA JPIA Employee Benefits team at 1-800-736-2292**, Monday through Friday, 7:30 am - 4:30 pm, PST.



2019 Frequently Asked Questions Regarding Pharmacy Benefit Changes

1. WHO IS THE NEW PHARMACY BENEFIT MANAGER (PBM) REPLACING EXPRESS SCRIPTS?

Your prescription drug coverage will be administered by MedImpact, effective January 1, 2019. This applies to all Anthem Classic PPO, Anthem Advantage PPO, and Anthem Consumer Driven Health Plan (CDHP) members. MedImpact has programs for over 50 million lives nationwide, over 17 billion in annual drug spend, and nearly 30 years of experience.

2. WHAT IS A PHARMACY BENEFIT MANAGER (PBM)?

A PBM administers the pharmacy portion of your health benefits. The PBM works with your employer-sponsored health plan and a network of pharmacies to provide timely, important information about your medicine, including how to take it, potential side effects, any lower-cost drug options, and more. The PBM also plays an important role in cost control, negotiating with drug manufacturers to obtain the best prices for members and their health plans.

3. WILL I RECEIVE A NEW ID CARD?

Yes, a new *combined* medical and prescription ID card will be mailed from Anthem before January 1, 2019. MedImpact coverage information will be

reflected on your new Anthem ID card.

4. WHAT IF I DON'T RECEIVE MY NEW ID CARD BY JANUARY 1, 2019?

First, call Anthem at 800-284-2466 to request a new ID card. Then, if you wish, login at www.anthem.com/ca to print a temporary ID card.

If Anthem or MedImpact do not show you are enrolled, call the ACWA JPIA Benefits team at 800-736-2292 for assistance.

5. WHO CAN I CONTACT FOR CUSTOMER SERVICE REGARDING MY PRESCRIPTIONS AFTER THE DATE BELOW?

MedImpact
888-728-5056 (mid-Dec)
24/7, 365 days a year
www.medimpact.com/jpia (Jan 1)

MedImpact Direct Mail
855-873-8739 (mid-Dec)
Monday-Friday 5 am – 5 pm PST
Saturdays 6 am – 2 pm PST
www.medimpactdirect.com (mid-Dec)

MedImpact Direct Specialty
877-391-1103 (mid-Dec)
Monday-Friday 6 am – 6 pm PST
www.medimpactdirect.com (mid-Dec)
email specialtyhub@medimpactdirect.com



2019 Frequently Asked Questions Regarding Pharmacy Benefit Changes

6. IS MY RETAIL PHARMACY WITHIN THE MEDIMPACT NETWORK?

The overwhelming majority of retail pharmacies are within the MedImpact network. It is very likely your current local pharmacy is in the MedImpact retail pharmacy network. To confirm this, login at www.medimpact.com/jpia after Jan 1 or call Customer Service in mid-December.

7. WHEN CAN I GET MY NEW PRESCRIPTION FROM MY PHYSICIAN TO PREPARE FOR JANUARY 1?

Retail – Prescriptions sent over to a retail pharmacy will be accepted by the retail pharmacy regardless of your insurance, and processed according to the card you present at the time of pick-up. This means physicians can send over new prescriptions or refills at any time. Most prescriptions at retail will not require a new prescription any differently than they would have if your coverage had not changed. If Prior Authorization is required and expires before January 1, MedImpact will need to complete the Prior Authorization process after January 1.

Mail Order – Starting in mid-December, MedImpact Direct *should* be able to accept and hold prescriptions sent over by your physician. Call the MedImpact Direct phone number prior to your physician sending over the prescription to confirm.

Alternatively, you may request your physician call a 30-day prescription to the retail pharmacy and provide you with a 90-day written prescription so that you may set up home delivery at your convenience.

8. CAN I STILL USE EXPRESS SCRIPTS HOME DELIVERY SERVICE FOR MAIL?

No, the new mail order vendor is MedImpact Direct Mail. **Members must obtain a new prescription from their physician and contact MedImpact Direct for all future mail order refills.** Members currently utilizing mail order will receive a letter from MedImpact Direct providing additional information.

9. CAN I FILL MY MAINTENANCE DRUG PRESCRIPTIONS AT A RETAIL PHARMACY?

Maintenance Medications are defined as drugs you take on a regular basis to treat a chronic condition. Your plan allows two 30-day retail grace fills at any MedImpact participating pharmacy. After this allowance, all maintenance medications must be filled through MedImpact Direct mail order. Mail order will not be required for the first two fills of already ongoing maintenance medications in 2019.

10. WHAT IF I HAVE REMAINING REFILLS ON MAIL ORDER WITH EXPRESS



2019 Frequently Asked Questions Regarding Pharmacy Benefit Changes

SCRIPTS / ACCREDO?

Remaining refills with Express Scripts / Accredo will be transferred to MedImpact Direct. Members are encouraged to refill available mail order prescriptions with Express Scripts / Accredo prior to December 31, 2018.

Controlled substance prescriptions and prescriptions with no refills will **not** be transferred. Controlled drugs include opioids, anti-anxiety medications, medications for ADHD, and others. The pharmacy staff at MedImpact Direct will assist members with getting new prescriptions for these medications.

11. WHAT IF I HAVE REMAINING REFILLS AT MY RETAIL PHARMACY?

The pharmacy will still have those refills on file. Simply present your new Anthem/MedImpact ID card when you pick up your prescription.

12. CAN I STILL USE EXPRESS SCRIPTS / ACCREDO FOR SPECIALTY?

No, the new specialty vendor is MedImpact Direct Specialty. MedImpact Direct Specialty will be contacting members with open refills at Express Scripts / Accredo to assist with transferring prescriptions.

MedImpact Direct Specialty will send a letter and place outreach calls to members.

13. HOW DO I KNOW IF MY DRUG(S) ARE COVERED?

Visit the MedImpact website at www.medimpact.com/jpia and click on the Preferred Drug List link for a brief list of common medications. Individual drugs can also be typed into the Drug Price Check tool to identify copays, therapeutic alternatives, and compare pricing at different local pharmacies.

14. WILL MY OUT-OF-POCKET EXPENSE CHANGE?

Prescription copays for Classic PPO and Advantage PPO will not change. MedImpact uses a different formulary, so some drugs may change copay tier or be excluded from coverage. Members who are taking a drug that will change copay tiers or be excluded will receive personalized letters recommending therapeutic alternatives to the medication that can be obtained for the same copay amount.

For members of the Consumer Driven Health Plan (CDHP), copays will change in 2019 to align with the copays in Classic PPO and Advantage PPO plans, which are \$5 generic, \$20 preferred brand, \$50



2019 Frequently Asked Questions Regarding Pharmacy Benefit Changes

non-preferred brand for 30-day retail supplies. The deductible must still be satisfied before copays apply. While still in the deductible phase, there may be minor changes in out-of-pocket costs. Costs are based on the MedImpact pharmacy contract rate, the price of the drug at the time of the fill, and the day supply being submitted. The full cost is expected to be less most of the time, which is why MedImpact was selected as the new PBM.

A 90-day grandfathering period will apply, meaning that drugs you are currently taking will not change coverage tiers or be excluded due to differences between the Express Scripts and MedImpact drug formulary lists until March 31, 2019.

15. HOW DO PROVIDERS OBTAIN A PRIOR AUTHORIZATION FOR A MEDICATION?

The provider can contact MedImpact Help Desk at 1-888-728-5056.

16. WILL MY PRIOR AUTHORIZATION WITH EXPRESS SCRIPTS BE TRANSFERRED TO MEDIMPACT?

If members have current Open Prior Authorizations with Express Scripts, they will be transferred to MedImpact. If the Prior Authorization is expiring prior to January 1, 2019, the member will need to

work with their physician to obtain a new Prior Authorization with MedImpact.

17. MY LOCAL PHARMACY IS HAVING TROUBLE FILLING MY PRESCRIPTION. WHO CAN HELP?

Ask the pharmacy to call the MedImpact Pharmacy Help Desk at 888-728-5056. The help desk is open 24/7, 365 days a year. They will provide all of the necessary information so the pharmacy can bill appropriately.

In most cases, the following MedImpact billing information paired with your 2018 Anthem ID card will allow the pharmacy to process a prescription claim through MedImpact:

RxBIN: 003585
PCN: ASPROD1
RxGRP: PHE19

18. I AM UNABLE TO FILL A PRESCRIPTION AT THE PHARMACY BECAUSE I AM SHOWING NOT ELIGIBLE. WHO SHOULD I CALL?

For help troubleshooting enrollment issues, contact the ACWA JPIA Benefits department at 1-800-736-2292 7:30 am - 4:30 pm PST, Monday through Friday. Outside of normal business hours, contact MedImpact at 1-888-728-5056.