



# 2024 Pharmacy Benefit Change to CarelonRx

## Frequently Asked Questions

### 1. WHAT IS HAPPENING TO MY PRESCRIPTION DRUG COVERAGE?

**Effective January 1, 2024, your prescription drug coverage will be moved away from MedImpact and back under Anthem Blue Cross. The coverage will be administered by Anthem's CarelonRx.** This applies to all Anthem Classic PPO, Anthem Advantage PPO, and Anthem Consumer Driven Health Plan (CDHP) members. This change is being made to improve and streamline participants' experience with the prescription drug coverage benefit.

### 2. WILL I RECEIVE A NEW ID CARD?

**Yes, a new medical and prescription ID card will be mailed from Anthem before January 1, 2024.** Your prescription coverage information will be reflected on your new Anthem ID card.

### 3. WHAT IF I DON'T RECEIVE MY NEW ID CARD BY JANUARY 1, 2024?

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

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

### 4. WHAT OTHER COMMUNICATIONS MIGHT I RECEIVE?

Please watch your mailboxes between late November and the end of December for these important communications from CarelonRx:

**Welcome letter**- will be mailed to all Anthem PPO and CDHP member homes. This letter will provide basic information about the transition to CarelonRx, the prescription coverage BIN and Group numbers, and the CarelonRx customer service number.

**Copay Change/Drug Exclusion letter** – will be mailed to members who are taking prescription drugs that will have a higher copay under CarelonRx or will no longer be covered. This letter will include alternative medications as well as instructions on how to initiate a prior authorization or coverage review request.

**A 90-day grandfathering period will apply, meaning that drugs you are currently taking will not change copay tiers or be excluded due to differences between the MedImpact and CarelonRx drug formulary lists up to March 30, 2024.**

**Specialty letter** – will be mailed to members who are currently taking Specialty medications. This letter will provide information on the transition of your Specialty medication prescriptions from MedImpact Specialty to CarelonRx



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Specialty. Additionally, CarelonRx Specialty will reach out to these members by phone.

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

**CarelonRx**  
**844-721-0409 (Dec 18)**  
24/7, 365 days a year  
[www.anthem.com/ca](http://www.anthem.com/ca) (Jan 1)

**CarelonRx Home Delivery**  
**844-721-0409 (Dec 18)**  
24/7, 365 days a year  
[www.anthem.com/ca](http://www.anthem.com/ca) (Jan 1)

**CarelonRx Specialty Pharmacy**  
**833-255-0645 (Dec 18)**  
24/7, 365 days a year  
[www.anthem.com/ca](http://www.anthem.com/ca) (Jan 1)

6. IS MY RETAIL PHARMACY WITHIN THE ANTHEM/CARELONRX NETWORK?

The overwhelming majority of retail pharmacies are within the Anthem/CarelonRx network. It is very likely your current local pharmacy is in the network. To confirm this, login at [www.anthem.com/ca](http://www.anthem.com/ca) after January 1 or call **CarelonRx Customer Service at 844-721-0409 on or after December 18, 2023.**

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. If Prior Authorization is required and expires before January 1, please work with your physician and CarelonRx to complete the Prior Authorization process after January 1st.

**Mail Order** – If you are currently using mail order, remaining refills that do not expire before January 1, 2024 will be sent from MedImpact Direct Mail (Birdi) to CarelonRx Home Delivery. If there are no refills left as of January 1, 2024, **members must obtain a new 90 day prescription from their physician and contact CarelonRx Home Delivery to get set up with mail order.** You can reach out to CarelonRx on or after December 18, 2023.

8. CAN I STILL USE MEDIMPACT DIRECT HOME (BIRDI) DELIVERY SERVICE FOR MAIL?

No, the new mail order vendor is CarelonRx Mail.



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### 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. The plan allows two 30-day retail grace fills at any Anthem/CarelonRx participating pharmacy. After this allowance, all maintenance medications must be filled through CarelonRx Home Delivery **or the following retail alternatives: Costco, Sam's Club, Walmart, Safeway, Albertsons, Vons, Pavilions and Ralphs.** Mail order will not be required for the first two fills of already ongoing maintenance medications in 2024.

### 10. WHAT IF I HAVE REMAINING REFILLS ON MAIL ORDER WITH MEDIMPACT?

Remaining refills will be transferred to CarelonRx Home Delivery. **Members are encouraged to refill available mail order prescriptions with MedImpact Direct Mail (Birdi) prior to December 31, 2023.**

Controlled substance prescriptions and prescriptions with no refills will **not** be transferred. Controlled drugs include opioids, anti-anxiety medications, medications for ADHD, and others.

### 11. WHAT IF I HAVE REMAINING REFILLS AT MY RETAIL PHARMACY BEYOND JANUARY 1?

The pharmacy will still have those refills on file. After January 1<sup>st</sup>, simply present your new Anthem ID card when you pick up your prescription.

### 12. CAN I STILL USE MEDIMPACT FOR SPECIALTY?

No, the new specialty vendor is CarelonRx Specialty. CarelonRx Specialty will be contacting members directly to assist with transferring prescriptions.

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

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

Before January 1, 2024, you can review the Anthem CarelonRx formulary at this [link](#). This is the October 2023 formulary, but there will be very few changes to the formulary effective January 1, 2024.

After January 1, 2024, visit the Anthem website at [www.anthem.com/ca](http://www.anthem.com/ca) to search for prescription drug coverage, identify copays, therapeutic alternatives, and compare pricing at different local pharmacies.

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

Prescription copays will not change. Anthem/CarelonRx uses a different



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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.

**A 90-day grandfathering period will apply, meaning that drugs you are currently taking will not change copay tiers or be excluded due to differences between the MedImpact and CarelonRx drug formulary lists until March 30, 2024.**

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

Providers can call 833-293-0659 or fax a request to 855-325-5429. Providers can also go to [www.covermymeds.com](http://www.covermymeds.com) where they can create an account to access the Electronic Prior Authorization system.

### 16. WILL MY PRIOR AUTHORIZATION WITH MEDIMPACT BE TRANSFERRED TO CARELONRX?

If members have current Open Prior Authorizations with MedImpact, they will be transferred to CarelonRx. If the Prior Authorization is expiring prior to January 1, 2024, the member will need to work with their physician to obtain a new Prior Authorization with CarelonRx after January 1st.

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

If you don't have your 2024 Anthem medical ID card with you at the pharmacy, please provide the following prescription drug coverage information to the pharmacist:

**BIN: 020099**  
**PCN: WG**  
**Group WLHA**

If that does not resolve the issue, ask the pharmacy to call CarelonRx at 844-721-0409. 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.

### 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 800-736-2292 7:30 am - 4:30 pm PST, Monday through Friday.** Outside of normal business hours, contact Anthem Blue Cross at 800-284-2466.