

## *Easy and Convenient*

### **Convenience — make fewer trips to the pharmacy**

Ordering maintenance medications through Anthem Rx eliminates monthly trips to the pharmacy because your doctor can write prescriptions for your plan's maximum allowable days' supply. (See your plan Health Certificate or Evidence of Coverage.) Your prescriptions can then be ordered through Anthem Rx mail service and delivered directly to your home, office or anywhere in the United States.

### **Savings — save on copayments**

Anthem Rx mail service normally provides more days' supply with lower copayments. You'll typically save money on each prescription filled by the Anthem Rx mail pharmacy.

At Anthem Rx, your prescription orders are filled by registered pharmacists who dispense generic equivalent medications for brand-name medications, unless you or your physician directs otherwise. This may save you money.

### **Safety — protection through drug utilization review**

After you complete the short, confidential order form, Anthem Rx will screen your prescriptions against our claims information for possible allergies, interactions, duplications or other potential problems.



## ***The Truth About Generic Medications***

Q. What are generic medications?

A. Generic medications are products that contain the same active ingredients as their brand-name counterparts, in the same dosage form and strength.

Q. Do generic medications have the same quality and effectiveness as the brand-name medications?

A. YES! Before any generic medication can be sold in the United States, the U.S. Food and Drug Administration (FDA) requires the medication to meet the same specifications for safety, purity and potency as the brand-name medication.

Although generics can differ in shape, size and color, they must be absorbed and utilized by your body in the same way as the brand-name medication.

Q. Why are generic medications less expensive?

A. A generic medication can be introduced to the market only after the patent expires on its counterpart brand-name medication. Manufacturers of generics can afford to sell medications for less since they make a smaller investment in its research, development, testing and advertising. Save more by using generics!

## Placing Orders for New Prescriptions

1. Contact your physician for a new prescription, written for your maximum allowable supply. This will usually be 90 days.
2. Complete the enclosed easy-order form.

### Instructions:

- To avoid delays when processing your order, please be sure to fill out all fields completely.
  - Please use blue or black ink.
  - Do not use red ink.
  - Print clearly and avoid making stray marks.
  - Please attach address and refill labels in fields as indicated.
3. Send the original prescription, the completed form and proper payment in the envelope provided.
  4. If you are unsure of payment, please call **1 (800) 962-8192** for a price quote before sending in your order.

## OR

If you do NOT have your written prescription(s), a special number is available for members who have never used Anthem Rx. To start receiving your current prescriptions via mail service, simply:

1. Have your prescription information (name of prescription and dosage), with doctor's name and phone number, and credit card (VISA<sup>®</sup>, MasterCard, American Express or Discover Card) ready.
2. Call, toll-free **1 (888) 613-6091**, Monday through Friday, 8:30 a.m.-5 p.m., Eastern time.
3. We will guide you through the process.

Please allow up to 12 days to receive your prescription(s) from Anthem Rx. Standard delivery of your order is FREE. Expedited shipping is available for an additional \$15 charge (your order will ship via overnight service, once it is processed).

## Refills: Three Simple Ways

**Important:** To help ensure that you do not run out of your medication, please place your refill order on or after the "due after" date indicated on your refill label.

### 1. By Phone:

1. Have your prescription label and major credit card ready.
2. Call **1 (800) 962-8192**.  
Press 1 for the automated system. *Have your prescription number and/or member ID number and a major credit card ready.*  
Press 1 to refill your prescription.  
Press 2 to check an order's status.  
Press 3 to check your eligibility and benefits.  
You can press 0 to talk directly to a customer service representative.

#### Customer Service Hours:

Monday-Friday, 8 a.m.-11 p.m.,  
Saturday, 8 a.m.-8 p.m., Eastern time

*(Once your credit card number is on file, you can order 24 hours a day through the Anthem Rx Web site or by using our automated phone line.)*

### 2. By Internet:

1. Log in on our Web site at **www.anthem.com** and click on "Pharmacy Services."
2. Submit a request for reorder over a secure connection.  
*If you do not have Internet access, call **1 (800) 962-8192**, Monday-Friday, 8 a.m.-11 p.m. or Saturday, 8 a.m.-8 p.m., Eastern time, to speak to a customer representative.*

*(Once your credit card number is on file, you can order 24 hours a day through the Anthem Rx Web site or by using our automated phone line.)*

### 3. By Mail:

1. Complete the attached order form and affix refill label or write the prescription refill number in the area provided.
2. Return the order form with the proper payment in the envelope provided or send to:  
Anthem Rx Pharmacy  
P.O. Box 746000  
Cincinnati, OH 45274-6000

**For speech- and hearing-impaired assistance, (TDD/TTY), call 1 (800) 221-6915. M-F, 8:30 a.m.-5 p.m., Eastern time.**



## Save Time!

Get your prescription refills faster using your telephone or computer!

You can order refills **24 hours a day** with a VISA, MasterCard, American Express or Discover Card credit card number. Anthem Rx offers these convenient options for ordering prescription refills.

### By Phone:

1. Have your prescription label and credit card ready.
2. Call **1 (800) 962-8192** and select the “automated refill order line” option from the menu.
3. Follow the prompts to place your order.

#### Customer Service Hours:

Monday-Friday, 8 a.m.-11 p.m.,  
Saturday, 8 a.m.-8 p.m., Eastern time

## OR

### By Internet:

1. Log in on our Web site at [www.anthem.com](http://www.anthem.com) and click on “Pharmacy Services.”
2. Submit a request for reorder over a secure connection. You can also review the status of existing orders while online.

If you do not have Internet access, call **1 (800) 962-8192**, Monday-Friday, 8 a.m.-11 p.m. or Saturday, 8 a.m.-8 p.m., Eastern time, to speak to a customer representative. Speech- and hearing-impaired users with a TDD system can call **1 (800) 221-6915**, Monday-Friday, 8:30 a.m.-5 p.m., Eastern time.

Fold on dotted line and slip into envelope provided.

## Instructions for Folding Form

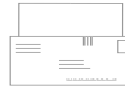
1. Tear off form.



2. Fold on lines provided on back and slip form into envelope with proper payment.



3. Do not staple, tape or paperclip anything to order form.



Fold on dotted line and slip into envelope provided.

### Did you remember to:

- complete all fields with your most current information?
- include your payment?
- enclose your prescription(s) written for the maximum days' supply allowed or attach refill label(s)?
- indicate the address to which you would like your order shipped?

### Please review your prescription(s) and verify the following:

- Is the prescription signed by your physician?
- Is the prescription over six months old? (If so, your physician will need to issue a new prescription.)
- Is each prescription written to maximize your plan benefits?