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### **Why are we changing pharmacy information on the ID cards?**

We are replacing Pharmacy BIN and PCN indicators or numbers with new Anthem-owned BIN and PCN numbers. By owning these numbers, Anthem can better manage when and how the numbers are used and be less reliant on vendors. In addition, we are adding a new toll-free number for Pharmacy Member Services and updating the label for the current “Pharmacist Questions” phone number to “Help for Pharmacists.” Please see below for more information around these toll-free number changes. These improvements will help direct members and pharmacists to the right support.

### **How will members know to use their new card?**

As always, communications with the ID card (the ID card carrier or letter) encourage members to dispose of, or replace, their existing ID card with their newly received ID card. This will help ensure that the most current benefits are received and reduce point-of-sale issues with member access to medications. For a period of time, to help eliminate any delay in claims payment, Express Scripts will accept both their BIN and PCN numbers and ours so there will be no disruption if a member accidentally uses an old ID card.

### **Why are we adding a separate Member Services toll-free number for pharmacy?**

A separate member toll-free number is being created to more efficiently direct pharmacy-related calls to a dedicated Pharmacy Member Services team. Having this number ensures pharmacy experts will help answer member questions about their pharmacy benefits. It will also help minimize abrasion and reduce customer effort, a measure we are tracking to assess member satisfaction. This toll-free number will continue to be used for questions about pharmacy benefits, including home delivery and specialty pharmacy, after migration to Anthem Pharmacy/IngenioRx. Member Service reps for Medical and Pharmacy will be able to warm transfer calls for a seamless member experience.

In addition to getting new Anthem-owned toll-free numbers for pharmacy, we are also simplifying the pharmacy numbers on the back of the ID cards by removing the Mail Order pharmacy number, since home delivery will be supported within the Pharmacy Member Services number.

While a new pharmacy toll-free number will be listed, members will still be able to get their pharmacy questions answered through the general Member Services number. If a member calls this number, the IVR will have a prompt for pharmacy, and it will route to our dedicated Pharmacy Member Services team. Due to low authentication rates in the IVR, it was critical to support two phone numbers to avoid misrouting and member abrasion.

### **Why are you getting rid of the mail order toll-free number?**

We want to have one number for all pharmacy calls/questions to minimize misrouting and member abrasion. Member Services will continue to transfer calls to Express Scripts as needed for home delivery and specialty pharmacy, as they do today. In addition, an IVR option will be in place to route calls to Express Scripts from the Pharmacy Member Service number. At the time of migration, the IVR and warm transfer options to CVS Member Services (which will be dedicated to Anthem/IngenioRx) will be in place. Member Services will answer calls in the appropriate health plan brand.

**Why are you changing the wording for the pharmacist toll-free number?**

This label is being updated to “Help for Pharmacists” so that pharmacists can easily identify which number they need to call. This will also benefit our members so that they avoid any confusion on which number is for them. The current labeling does not make this connection as clearly, which increases the chance that pharmacists and members call the wrong number.

**Will there be client and member communications created?**

There will not be any separate member communications. As always, communications with the ID card (the ID card carrier) encourages members to dispose of, or replace, their existing ID card with their newly received ID card. This will ensure that the most current benefits are received and help eliminate any delay in claim payment. We will also ensure Member Services has information to answer member questions.

We are not cascading employer communications. There are other potential changes to the ID cards, in addition to the pharmacy changes (e.g., introduction of simplified ID card, branding updates, etc.).

**Can the member ID card carrier be customized?**

Anthem’s ID card carrier is a standard carrier for both pharmacy and non-pharmacy business. As with any new ID card issued to our members, the carrier language strongly encourages members to use their new ID cards (and destroy their old ones, so we can continue to process their claims).