



## Express Scripts Will Administer Pharmacy Benefits Effective January 1, 2020

**As of January 1, 2020, your prescription drug benefits will transition to Express Scripts (ESI). RxBenefits will be the new pharmacy benefit administrator and will provide concierge customer service to members.**

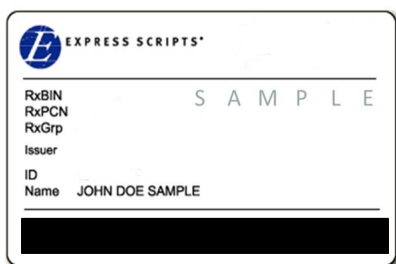
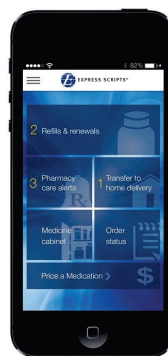
As you are aware Anthem transitioned prescription drug coverage from Express Scripts to IngenioRx as of July 1, 2019. The transition had a negative impact to many of our members; thus, the decision was made to transition back to Express Scripts outside of the medical plan. Anthem will continue to administer medical benefits.

Please note the following as it may impact you:

- ◆ You will receive **two new ID cards** at the end of December for the following benefits:
  - For prescription drug services you will use the Express Scripts card
  - For medical services you will use the Anthem card
  - **NOTE: If you go to pharmacy after 1/1/2020 and show your Anthem ID card then you will be told you do not have pharmacy benefits through Anthem as pharmacy benefits will then be administered by Express Scripts.**
- ◆ You will receive a letter from RxBenefits if your current prescription is not covered under the new formulary. The letter will contain details as far as action required by you.
- ◆ For mail order delivery, any remaining active scripts will transfer to Express Scripts on 1/1/2020. You will need to contact Express Scripts on or after 1/1/2020 to confirm your address and provide payment information. Mail order will continue through IngenioRx through 12/31/19.

Visit [Express-Scripts.com](https://www.express-scripts.com) or download the ESI app to view ID card, scripts, set up mail order and more!

Available as of 1/1/2020.



Check out ESI's formulary NOW at:  
<https://bit.ly/2OeubCC>

For Questions Contact:  
**RxBenefits (Pharmacy Benefit Administrator):**  
**800-334-8134 or [RxHelp@rxbenefits.com](mailto:RxHelp@rxbenefits.com)**

*\*Controlled substances require a new prescription and will not be transferred.*

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