2019 Fall Meetings

As a follow-up to our 2019 Fall Meetings for the 2020 plan year, held September 26th-October 2nd, please see the answers below to frequently asked questions .

Q: Will RxBenefits give a card for every covered person?
A: Participants will receive 2 ID cards from Express Scripts for all family members (additional ID cards can be requested). ID cards are also available on the ESI mobile app.

Q: Will there be a list of all covered drugs on the formulary available on the Express Scripts website?
A: During OE, participants can view the 2020 Formulary at www.express-scripts.com/NTLPLSNTLPRFF. After 1/1/2020, members can register on the ESI app and view the formulary with pricing information.

Q: Will there be a COBRA Report from LD&B to see when packets were mailed?
A: Employers will have the ability to see when a COBRA packet was mailed on the LD&B system.

Q: Will the new Anthem ID cards include BlueView vision information?
A: The ID cards will be the same as the current ID cards with Rx information removed.

Q: When will the RxBenefits Customer Service number be available?
A: In mid-December the CS number (1-800-334-8134) will be available for assistance; however, questions on specific drug pricing will not be answered until 1/1/2020.

Q: Will MobileHealth have both the Anthem ID card and Express Scripts ID card?
A: MH will house the Anthem ID card, but not the Express Scripts ID card. There will be a tile on the MH app for Express Scripts which will take a member to the ESI web page where they can enter their username and password and log into the ESI website to view their ID card. For those who do not use MH, members can visit Expressscripts.com/mobile and view instructions on downloading the Express Scripts mobile app.

The VBA is finalizing our agreements with both Health Equity for HSA administration and Virginia Asset Management for financial wellness education. We will follow up with more information on next steps to sign up for these programs in the near future.