

# IngenioRx Client Guide

## Transition Information & Frequently Asked Questions

Anthem, Inc. recently announced the acceleration of the launch of IngenioRx, its new pharmacy benefit manager. We have spent more than 15 months planning this transition and, based on the results from our rigorous testing, we are confident in our ability to transition your members with as little disruption as possible. Moreover, by accelerating, we can deliver new value to our clients, and their members, sooner than expected.

Our goal is to make this move as easy as possible for our clients and their members. Almost all of the changes will be happening behind the scenes, and there will be no changes to your benefit design as a result of this move. There will be some enhancements to our service model, and members who use home delivery and/or specialty pharmacy medications will be transitioned to IngenioRx pharmacies, but we will walk your members through any changes that they may encounter well in advance of the move.

In anticipation of your move, we have developed the frequently asked questions below, which should help answer any questions you have. If you have specific questions that aren't addressed here, please contact your health plan Account Manager.

### WHAT ISN'T CHANGING?

### WHAT IS CHANGING?



**YOUR ACCOUNT TEAM**

**YOUR BENEFIT DESIGN**



**OUR HOME DELIVERY PHARMACY**

**OUR SPECIALTY PHARMACY**

### WHAT'S NEW AND IMPROVED?



**24/7 PHARMACY  
SUPPORT**



**FULLY INTEGRATED  
WEBSITE**



**ENHANCED  
DIGITAL TOOLS**



**MEMBER  
ID CARDS**

## QUESTIONS ABOUT MEMBER IMPACT

### Will anything about a member's benefits change?

- There will be no changes to the benefit plan and products that members have as a result of the transition to IngenioRx.

### What enhancements will members experience?

- There are several enhancements that will be effective once members move to IngenioRx. These include:
  - A dedicated pharmacy member services team that will be staffed with pharmacy subject matter experts who are available 24/7.
  - A dedicated specialty pharmacy with a care team that is also available 24/7.
  - A fully integrated digital experience that allows members to access their pharmacy benefits information, alongside their medical benefits information, through their health plan website and mobile app.
  - Enhanced digital tools that allow members to price a medication, find and compare costs across pharmacies, refill their home delivery and specialty pharmacy prescriptions, and much more.
- Depending on their benefit design, some members may also see lower out-of-pocket costs at the pharmacy counter.

### Will members have to do anything?

- The majority of members have already been sent new ID cards, which contain all of the information needed to process claims and access member service. The remaining members will be re-carded by the end of March. These cards will work both before, and after, the move.
- Every subscriber will receive a “welcome” letter introducing them to IngenioRx and explaining the service enhancements they can expect. These letters will be sent approximately 60 days prior to the move.
- Members who fill home delivery and/or specialty prescriptions will need to fill these prescriptions through IngenioRx effective your move date. Specific details are provided below.
- Some members may have to change retail pharmacies as a result of this move. It is our goal to match our current pharmacy network, however, it is possible that this may not always be the case. Based on our current analysis fewer than 2% of members should have to change pharmacies.

### Will members need new ID cards?

- All members, either as part of their normal benefits cycle, or as part of a re-carding program, are being sent new cards.
- These cards will work both prior to, and after, your move to IngenioRx.
- All new cards will be delivered to members by the end of March.

### What will members who use home delivery need to do?

Effective on the date of your move, members will begin to fill home delivery prescriptions through the IngenioRx Home Delivery Pharmacy. If they have active refills, those prescriptions will be automatically transferred to IngenioRx.

- Approximately 45 days before your move to IngenioRx, we'll send a targeted letter to members who use home delivery that walks them through the move. In that letter, we will explain the following:
  - For security reasons, payment information will not transfer to IngenioRx. We will explain to them how to re-enter that information on their health plan website.
  - Prescriptions for controlled substances and compound medications cannot be transferred. As a result, we will explain that individuals filling these prescriptions at home delivery will have to contact their provider for a new prescription.
  - Individuals who are currently enrolled in the "auto-refill" program with Express Scripts home delivery will have to restart their auto-refills after your move to IngenioRx. We will instruct these members to visit their health plan website or call the pharmacy member service number on the back of their ID card in order to reestablish their auto-refill program.

### What will members who use specialty drugs need to do?

- Effective the date of your move, members who fill specialty medications through Accredo will begin to fill those medications through IngenioRx Specialty Pharmacy. If they have active refills, those prescriptions will be automatically transferred to IngenioRx.
- Approximately 45 days before your move to IngenioRx, we'll send a targeted letter to these members walking them through the move.
- Additionally, every member who fills a specialty drug will be contacted by our specialty care team, via telephone, to introduce them to IngenioRx, check in on their care, and help them with the move to IngenioRx.

### Are drug lists changing?

- No.

### Will prior authorizations transfer?

- Yes, prior authorizations for traditional and specialty medications will transfer.

### Are retail pharmacy networks changing?

- We are still finalizing a few pharmacy network contracts and, while unlikely, it is possible that a pharmacy may move out of network. Any members who are impacted by such a move will receive a letter along with advice on how to move their prescription to an in-network pharmacy.
- It is our goal to completely match our current pharmacy networks with the move to IngenioRx, and we expect that fewer than 2% of members will have to change pharmacies.
- For those members who are impacted, we will send a letter approximately 30 days prior to the move to help them transfer their prescription to an in-network pharmacy.

### Can I opt-out of the member communications related to the transition?

- In order to comply with state mandates, we are required to issue these member communications. As a result, we cannot allow clients to opt-out of the member communications.

### Can I have advance copies of the communications?

- We can provide copies of the member communications templates upon request. Please contact your health plan Account Manager.

### What should a member do if they have a problem filling their prescription?

- While we're not anticipating problems, we are well prepared should that happen.
- Once members have transitioned, they have 24/7 access to pharmacy-specific member services associates by calling the number on the back of their ID card.
- These member service associates will have tools and resources that allow them to troubleshoot member issues in real-time.

### What enhancements are you making to your website and mobile app?

- For many years, our members have had to use different websites and mobile apps when accessing the pharmacy benefit and medical benefit information. Once a member moves to IngenioRx, this will no longer be the case.
- Effective on your move date, members will have a new, fully integrated digital experience that allows them to access their pharmacy benefits information, alongside their medical benefits information, through their health plan website and mobile app.
- Some examples of specific functionality that they can access include:
  - A “medicine cabinet” functionality that stores their list of medications
  - A “Price a medication” feature where members have the ability to price a drug at multiple pharmacies to see various savings.
  - The ability to access their historical pharmacy claims.
  - The ability to check order status on home delivery and specialty prescriptions, check their home delivery/specialty account balance, sign up for auto refill and renewals, and an express checkout functionality.

### Given that there will be a separate phone number for pharmacy, how will you deliver an integrated experience?

- Our member services teams will be able to seamlessly transfer members between our general and pharmacy member service teams, as needed, to help ensure any pharmacy and medical questions are answered by the right specialist.
- Our data shows that giving members the ability to talk to dedicated pharmacy specialists leads to better first call resolution and higher member satisfaction.
- If a member needs to be transferred between our general and pharmacy member services team, they will be placed at the top of the queue, will not have to re-authenticate themselves, and will be introduced to the next care specialist.

## QUESTIONS ABOUT CLIENT IMPACT

### What is the relationship between Anthem, Inc. and IngenioRx?

- IngenioRx is a wholly owned subsidiary of Anthem, Inc.

### If we are moving sooner, what sort of additional value should we expect?

- Clients, and their members, will realize savings upon transition through overall improvements to drug pricing.
- Upon your move to IngenioRx, your members will experience the following enhancements:
  - A 24/7 pharmacy member services line that is staffed with pharmacy experts.
  - A redesigned website and mobile app that provides members with the ability to access and manage their pharmacy and health plan benefits through integrated capabilities.
  - Helpful online tools that allow members to find a doctor or a pharmacy, manage and refill home delivery and specialty prescriptions, and learn about drug costs.
- Finally, plans can expect to realize full-year savings in 2020 that they otherwise would not have realized.

### Will I get a new account manager or account executive as a result of this transition?

- No, you will continue to work with the same account team you work with today.

### Will I get a separate invoice for pharmacy with the move to IngenioRx?

- No, you will continue to get an integrated invoice, just like you do today. The billing process is not changing.

### Will I need to send new eligibility information for ID cards or eligibility? Do I need to inform my eligibility vendor that we have a new PBM?

- No, the process for eligibility remains the same.

### Can I change my company's transition date?

- No, we cannot move transition dates.

### Can we make plan design changes prior to the transition date?

- Please talk to your medical and pharmacy account team and share the changes you're thinking about so they can be taken into consideration.

### Will IngenioRx honor my current rebate guarantees?

- IngenioRx will honor all client specific guarantees in force at time of transition.

### Will our rebates change with the new IngenioRx formulary?

- There will not be any change to rebates related to your move to IngenioRx.

### Will I receive improved pricing terms with IngenioRx?

- Pricing terms for existing contracts will not change as a result of the transition to IngenioRx.
- That said, it is possible that some clients and/or members could experience some savings once they move to IngenioRx.

### Will my current pricing guarantees continue with IngenioRx?

- Yes, IngenioRx will honor all client specific guarantees in force at time of transition.

### Will I need to sign a new contract as a result of the move?

- No, you will not need to sign a new contract as a result of your move. Your existing pharmacy contract will be automatically assigned to IngenioRx.
- As part of the standard renewal process, you will receive a contract amendment to address any changes. This will include any new terms or contract provisions related to your relationship with IngenioRx.

### Will there be any changes to our collective contractual obligations?

- No. IngenioRx will assume accountability for some of the provisions of your existing contract but there are no changes to the obligations themselves.

**ESI sends claims data to my external vendor. Will IngenioRx manage this for us now, and if so, do I need to call IngenioRx to do this?**

- Yes. Once you move to IngenioRx, we will handle this for you. Your account manager can assist you with this request.

**I receive a claims data file to load into my own reporting system. Will this file change?**

- No.

**How do I know IngenioRx is ready for this transition?**

- Minimizing disruption to our clients and their members is our top priority and we would not be accelerating the launch of IngenioRx if we did not believe that we were ready.

**What kind of testing has been done?**

- As part of our transition planning, we have been conducting five different types of testing, inclusive of software testing, benefit and clinical testing, historical claims comparison testing, near real-time claims comparison, and true end-to-end testing. All of this testing is based on full testing traceability, which means every requirement submitted is getting some kind of testing.
- Our end-to-end testing approach simulates current benefits and clinical policies and evaluates “real-world” claim interactions across retail, specialty pharmacy, and home delivery.
- Finally, at the beginning of January, we began parallel processing 100% of our claims to ensure that claims are processing in line with the plan’s benefit design and that things like member copays, eligibility and accumulators are processing accurately. This will continue through the completion of the transition.