



## **Anthem HMO Participants:**

Welcome to medical and pharmacy benefits through ACWA JPIA!

Please see the following information to help you get started accessing your pharmacy benefits.

Click this link for the [formulary](#).

## **ID Cards**

Your Anthem ID cards will be mailed to your home before January 1, 2021. They will include your 2021 medical and prescription billing information.

## **Customer Service**

On or after January 1, 2021, you may call **833-261-2467** for all prescription drug coverage questions.

## **Website**

The Anthem website is [www.anthem.com/CA](http://www.anthem.com/CA). If you are not already registered as an Anthem member on this site, please do so as it provides information on all medical and prescription drug services, including mail order and specialty.

## **Prior Authorizations and Step Therapy**

You can determine if your medication requires prior authorization or step therapy by reviewing the [formulary](#).

- If you are currently taking medication for which you already received prior authorization, your doctor will need to submit a new PA request to Anthem. If your physician has questions about this process, they can call Anthem Pharmacy Member Services at **833-261-2467**.
- If you are currently taking medication for which you already completed **step therapy** and received authorization, please reach out to Natalie Potter in HR so that an exception process can be started with Anthem.
- If you have been newly prescribed (after 1/1/21), a medication requiring prior authorization or step therapy, you will need to follow Anthem's prior authorization or step therapy process.
  - Your doctor will start the process by submitting a PA request to Anthem. If your physician has questions about this process, they can call Anthem Pharmacy Member Services at **833-261-2467**.

- Step Therapy requires that a member try other drugs before certain medications may be covered. The pharmacy will let you know if step therapy is required and you must first try the drug or treatment included in the program. If the drug or treatment does not treat the condition well, your doctor can contact our Prior Authorization Center to ask that we approve the original drug.

### **Mail Order Tips**

If you currently obtain some prescriptions through mail order, here are some tips to make the transition as seamless as possible.

- 1) Fill mail order prescriptions available for refill prior to December 31, 2020 to ensure you have an adequate supply during the transition.
- 2) If you are concerned because you will need a mail order refill very soon after January 1, you may want to obtain a 30-day prescription from your doctor for use at a retail pharmacy for your first fill (or two) in 2021.
- 3) **After January 1, 2021**, you can set up mail order with Anthem by calling **833-261-2467**. You can also mail in your order with the order form found on [anthem.com/ca](http://anthem.com/ca). Choose Individual & Family, then Forms.

### **Specialty**

Members who take specialty drugs will need to transition to IngenioRx Specialty Pharmacy. To start this process, call Pharmacy Member Services at **833-261-2467**. You will be transferred to the IngenioRx Specialty Pharmacy team who will assist in getting your specialty script transferred from your current vendor.

New specialty drug prescription after 1/1/21? Again, you will want to call Pharmacy Member Services and be transferred to IngenioRx Specialty Pharmacy to fill this prescription.

The ACWA JPIA Employee Benefits Team is here to help. Please feel free to call us at 800-736-2292 if you have questions, Monday through Friday from 7:30 a.m. to 4:30 p.m.