



Stay on track with CarelonRx Pharmacy, our home delivery service

You can skip the pharmacy and have your prescription drugs delivered right to your home with CarelonRx Pharmacy. Delivery is designed for drugs you take regularly, such as for high blood pressure or diabetes.

With CarelonRx Pharmacy you can:



Save money. Drug supplies of 90 days come with free standard shipping and often cost less than 30-day supplies.



Avoid pharmacy trips. Your drugs come to you. First-time orders take about 5 days to process. Refills take 2 days to process, and you can even set up automatic refills. Shipping times can vary, but you should expect to receive your order within 3-5 days through standard free shipping, or 2-3 days through expedited shipping for a fee.



Stay on track with your medication. You are less likely to miss a dose with more medication on hand.

Four ways to start Home Delivery

1. Sign up online at **www.anthem.com** or with the Sydney Health app. Log in to or register for your account. Select **Prescriptions**, then **Prescriptions Home**, and **Request a New Home Delivery Prescription**.
2. **Call Pharmacy Member Services** at the number on the back of your member ID card.
3. **Ask your doctor** to fax or electronically send a new prescription to CarelonRx Pharmacy.




Frequently Asked Questions

Question	Answer
How can a member order a prescription for Home Delivery through CarelonRx Pharmacy?	<p>There are three different ways to request a new prescription through Home Delivery:</p> <ol style="list-style-type: none"> 1. Sign up online at www.anthem.com or with the Sydney Health app. Log in to or register for your account. 2. Call Pharmacy Member Services at the number on your member ID card. 3. Ask the prescribing doctor to fax or electronically send a new prescription to CarelonRx Pharmacy. <p>Medicare Only: For new prescriptions, members must provide expressed/ship consent.</p>
What is expressed/ship consent and when is it required?	<p>New, non-member-initiated prescriptions received directly from prescribers (via electronic prescribing, phone, or fax) require expressed consent from the member or member's authorized representative to be shipped. We will contact the member for consent.</p> <p>It's also required that we contact the member for consent for the first new prescription filled each plan year, or following a change to the member's Medicare plan.</p> <p>During the consent period, the member can provide consent online via the Check Order Status page.</p>
How can a member refill a prescription through CarelonRx Pharmacy?	<p>There are three different ways to order refills through Home Delivery:</p> <ol style="list-style-type: none"> 1. Online. Visit (Refer to URL specific to LOB or Product). 2. By phone. Call 833-203-1735. This is a 24-hour automated refill system. 3. Ask the prescribing doctor to fax or electronically send a new prescription to CarelonRx Pharmacy.
Do members have to supply allergy or medical conditions each time they send in a prescription?	<p>No, allergy and medical condition information is only needed if never provided, or if it has changed since the last time it was provided.</p>
Can a member send in more than one prescription at a time?	<p>Yes, a member can send multiple prescriptions over the phone or digitally.</p>
How does a member pay for prescriptions?	<p>Members can pay by credit card or debit card. We take VISA®, Discover®, MasterCard®, and American Express®.</p>

Question	Answer
How long will a member have to wait for their order?	Processing time can take up to 5 days for new prescriptions and 2 days for refills that are not expired or out of refills. Shipping times can vary, but members should expect to receive their order within 3-5 days through standard free shipping, or 2-3 days through expedited shipping for a fee. Expedited shipping methods do not include pharmacy processing times.
Can prescriptions be faxed to CarelonRx Pharmacy?	Yes, doctors can fax prescriptions to the CarelonRx Pharmacy. Prescriptions cannot be faxed to the pharmacy by the member.
What is the turnaround time for the data entry of prescriptions faxed from a doctor's office?	Generally, prescriptions received by fax from a doctor's office are entered into the system within 24 hours, as long as the information is legible and complete.
Who can request a copy of a prescription? Can copies be faxed?	In most cases, the prescription will be profiled and available for transfer out to the pharmacy that is requesting the prescription. Schedule 2 controlled substances will be mailed back. Or a member or a prescriber can request a copy of a prescription. Prescription copies may also be provided to other entities as stated in the "Notice of Privacy Practices." Prescription copies can be faxed.
What happens if a member sends in a prescription written for a future date?	Prescriptions cannot be post-dated. However, if the doctor writes "Do not fill until [DATE]," we will hold the prescription and fill it on that date.
What if Home Delivery medication is on short-term back order/long-term back order?	This means we are not able to get the medication from the manufacturer or supplier. Sometimes this is a short term medication shortage or it is a longer term shortage. When we are not able to get a medication, we will generally reach out to the doctor to request a prescription for an alternate medication. If we can't reach the doctor, we will tell the member to contact the doctor for an alternate medication.
Can compounds be filled through CarelonRx Pharmacy?	Due to guidelines issued by the United States Pharmacopeia (USP), we no longer fill compound prescriptions as of March 1, 2019. The member may be able to obtain compounded prescriptions at a local pharmacy.
Is an existing prescription expired when a new prescription is received for the same medication?	An existing prescription is not always expired when a new prescription is received for the same medication. The system drug utilization review edits will alert us so we are aware the other prescription was filled. If it is determined that the new prescription replaces the older one, the older one may be expired. If there is any question about which prescription to fill, we will contact the doctor for clarification.

Question	Answer
Can my doctor write “dispense as written” (DAW) on a prescription and specify manufacturer?	Yes, the doctor can specify “dispense as written” on a prescription and can specify the manufacturer. However, CarelonRx Pharmacy may not always have the medication made by the specified manufacturer in stock. If we do not have it, we will let the member know.
Will a member receive brand name or generic drugs?	It depends on the plan design and on how the prescription is written. If the doctor specifies that the brand name drug must be dispensed, we will dispense it as written. If the plan indicates that brand name drugs are not covered, we will let the member know that it is not covered. If the doctor writes the prescription to allow the generic, we will generally fill the prescription for the generic. If the member specifies they want the brand name drug, we will dispense the brand name drug, but a higher copayment may apply, depending on the plan design.
What if a member wants the brand name dispensed?	The member can specify they want the brand name drug when placing the order. If the doctor writes the prescription to allow the generic and the member specifies they want the brand name drug, we will dispense the brand name drug, but a higher copayment may apply, depending on the plan design.
How long is a written prescription valid?	Generally, prescriptions for non-controlled medications are valid for one year from the date written. The length of time that prescriptions for controlled medications are valid varies by state and by type of controlled substance (Schedule II, III, IV or V). Usually, they are valid for one to six months from the date written, based on state law and schedule number.
What happens if a member orders a prescription and it’s too soon to refill it?	If it is less than 14 days until the refill date, we will place the prescription into Future Fill to automatically fill. If it is greater than 14 days until the refill date, we will place the prescription on hold and you will need to reorder when due.
Can a member send in a prescription and call when ready to order it?	This is not a standard process for CarelonRx Pharmacy prescriptions. If a member sends in a written prescription, we will begin processing the order upon receipt. If the member does not want us to fill the prescription upon receipt, they can call Pharmacy Member Services once we receive the prescription and ask that it be put on hold, but if the member calls after the prescription is too far along in the filling process, we may not be able to stop it. If the member calls in time for us to put it on hold, they would then need to call Pharmacy Member Services back when they want the prescription released for processing.

Question	Answer
Does CarelonRx Pharmacy electronically coordinate benefits when a member is covered by a secondary insurance?	Coordination of benefits can be set up by the member during processing of the first fill of the prescription. Subsequent refills will automatically be billed with both insurances.
Does CarelonRx Pharmacy consolidate when a prescription is written for less than a 90-day supply?	It depends on the plan design, how the prescription is written, and state regulations. If it is a maintenance prescription written for a 30-day supply with at least two refills and the plan design includes the “bulk up” feature, we will reach out to the doctor for approval to consolidate the fills and dispense a 90-day supply with no refills. If we do not get a response, we will fill the prescription as written.
How will a member know if their prescription order has been received?	The member can choose to get order status alerts, including order received alerts. The member can choose which types of notifications they want, and how they want to get them. They can choose from automated phone call, email, or text message. The member can log on to www.anthem.com or with the Sydney Health app to enroll in order status alerts, or they can call Pharmacy Member Services.
In general, what are automated phone calls, email notifications, and text messages used for?	Automated phone calls, email notifications, and text messages are used to communicate order status, prescription on hold, refill reminders, and payment invoices (email only). The member can choose which types of invoices they want and how they want to get them. They can choose from email or text message.
What can a member do if they no longer want to get the automated outbound notifications?	The member can log on to (Refer to URL specific to LOB or Product) and change their notification preferences or they can call Pharmacy Member Services.
How will a member know if their prescription has been cancelled?	If the member is enrolled in order status alerts, we may send a message via the member’s preferred communication method (email, automated phone call, or text message). The member can also log on to their account at (Refer to URL specific to LOB or Product) and check the prescription status.
Can a member request different bottle caps (i.e. non-childproof) at CarelonRx Pharmacy?	Generally, Home Delivery prescriptions through CarelonRx Pharmacy are shipped with child-safe caps. However, a member can request easy open (non-childproof) caps. This can be done by calling Pharmacy Member Services.

Question	Answer
<p>Can an order be split through CarelonRx Pharmacy? If yes, how and when does it happen?</p>	<p>Yes, an order can be split through CarelonRx Pharmacy. If there is more than one prescription in an order and one or more of the prescriptions is delayed (for example, we may need to contact the doctor for clarification), we may ship the prescription(s) that is ready to be filled and hold the other prescription(s) until the issue is resolved. If we split an order, we will include a message on the invoice that is sent with the order letting the member know which prescriptions are being processed under a separate order.</p>
<p>Can CarelonRx Pharmacy accommodate visually impaired members by displaying larger print with Home Delivery?</p>	<div data-bbox="550 548 740 737">  </div> <p>Yes, we can provide large-font prescription labels upon request. An image of a prescription with a large-font label is shown here. A member can request large-font labels by calling Pharmacy Member Services.</p>
<p>Will CarelonRx Pharmacy accept a returned order/prescription?</p>	<p>We will only accept a returned order/prescription if it is damaged, recalled, or incorrect because of a doctor or pharmacy error. If the member receives a damaged, recalled, or incorrect order, they must call Pharmacy Member Services. Pharmacy Member Services will determine if the return can be authorized. If it is approved, we will send the member a postage paid return label and envelope with instructions for how to return the prescription(s).</p>
<p>Will CarelonRx Pharmacy return an Rx to a member?</p>	<p>In some cases we will return the hardcopy prescription, otherwise we can hold it on the patient's profile and can complete transfer upon the pharmacy requesting the prescription. If the prescription was ordered by the doctor by phone, fax or electronically, we cannot return it, but we can profile it and complete transfer upon the pharmacy requesting the prescription.</p>
<p>Can CarelonRx Pharmacy process replacements on controlled substances at Home Delivery? How?</p>	<p>If a member calls Pharmacy Member Services to report they never received a controlled substance medication, we must contact the prescribing physician for approval to reship the prescription. If the doctor denies the request or does not respond, we will notify the member that we cannot reship their prescription.</p>
<p>A member's order status shows that their order has been shipped, but the member has not received the order. What can be done?</p>	<p>If a member calls Pharmacy Member Services to report they never received a prescription(s), Pharmacy Member Services will initiate a replacement order. After the replacement has been shipped, a letter is sent to the member requesting they sign and return the letter, confirming they never received the original prescription. If we do not receive the signed letter from the member within 20 calendar days from the date of the letter, we will charge the member the copay amount for the replacement order.</p>

Question	Answer
<p>Does CarelonRx Pharmacy reimburse for emergency supplies obtained from a local pharmacy when waiting for a Home Delivery prescription?</p>	<p>If a member calls Pharmacy Member Services to report that they need an emergency supply while waiting for a CarelonRx Pharmacy prescription, the member will need to reach out to their local pharmacy to set up the transfer or bridge supply. Generally, the member will not be charged for this small emergency supply. When we fill the prescription at the Home Delivery Pharmacy, we will fill it less than the full quantity prescribed by the doctor to account for the small supply the member already received. We will charge the normal Home Delivery copay.</p>
<p>Can CarelonRx Pharmacy ship overnight delivery to a P.O. Box?</p>	<p>No, prescriptions cannot be sent via overnight delivery. The prescriptions can be delivered within 2-3 days through expedited shipping.</p>
<p>When is a signature required for a package?</p>	<p>If a member requests a signature for delivery we can add that. Otherwise, we follow this process: Other controlled medications in certain states will also require a signature. Certain temperature sensitive items, depending on the destination temperature, will also be shipped with a signature required service.</p>
<p>How are refrigerated medications/insulin handled? Which medications are considered refrigerated medications?</p>	<p>For medications that require a temperature controlled environment, we use Electronic Packing and Shipping System (EPSS). When an order contains drugs that require refrigeration, like insulin, the order is packaged in an EPSS foam cooler with the appropriate mix of frozen and ambient temperature gel packs. This helps keep the medication cold, without freezing. The EPSS system evaluates actual destination temperatures and combined with “Time in Transit” parameters and medication type, then selects the appropriate packaging on a per order basis. EPSS has more than 70 unique pack recipes to meet the temperature needs of each individual order. Each pack recipe has been independently tested and validated based on hot/cold temperature conditions, time in transit, and ability to maintain appropriate temperatures. These orders are shipped via time committed/permitted delivery services with carriers such as FedEx, UPS, or Express Mail.</p>

Question	Answer
<p>Can CarelonRx Pharmacy ship medications internationally?</p>	<p>The CarelonRx Pharmacy can only ship prescriptions out of the country to military personnel at a valid APO/FPO or DPO address.</p> <ul style="list-style-type: none"> • APO stands for Army Post Office and is associated with Army or Air Force installations. • FPO stands for Fleet Post Office and is associated with Navy installations and ships. • DPO stands for Diplomatic Post Office and is associated with U.S. Diplomatic locations.
<p>How will orders be mailed?</p>	<p>Pills in plastic bottles that are 200cc or smaller are packaged in mylar bags. They are sent via a standard shipping method, such as USPS Mail or UPS with tracking. Gels, glass, creams, boxed items, and pills in bottles larger than 200cc are packaged in cardboard boxes with air pillows or in padded mylar bags. They are sent via a standard shipping method unless their size and/or weight dictates a non-standard service, such as FedEx or UPS.</p>
<p>When is a member's account delinquent and how does it effect their prescriptions?</p>	<p>A member's account is considered delinquent when the balance is 60 days or more past due. At this point, CarelonRx Pharmacy prescription orders will be held and an automated call will be made to the member to request payment. If the member doesn't respond and provide payment information within 72 hours, the order will be placed on indefinite hold.</p>
<p>How will a member know if they have an outstanding balance?</p>	<p>An invoice showing any outstanding balance is sent with every order. Balance due information can also be found by logging in to their account. In some cases, the member will receive a notification via letter, automated phone call, or email concerning an outstanding balance.</p>
<p>If a member registers online, in order for prescriptions to be processed are they required to mail in a member profile?</p>	<p>No</p>

Question	Answer
Can a member enter a payment online?	Yes, CarelonRx Pharmacy is integrated into the existing member portal and/or Sydney mobile app and payment is available in the pharmacy section. A member can make a payment for the prescription during checkout if they are filling or refilling digitally.
If a member is having web access issues, how is this handled?	The member can go to “Web Support FAQ’s” online through the member portal or Sydney mobile app, or they can call Pharmacy Member Services.
Can CarelonRx Pharmacy accept prescription transfers from retail pharmacies?	Yes, however some restrictions may apply.
Can a prescription be transferred between another Home Delivery vendor and CarelonRx Pharmacy?	Yes, however some restrictions may apply.
Can a prescription at CarelonRx Pharmacy be transferred to my retail pharmacy?	Yes, however some restrictions may apply.
How are medications that have quantity limits handled?	If a medication has a quantity limit, either due to state law or plan design, and the prescription is written for more than the limit allows, we may manually adjust the quantity in process for certain medications, or we may reach out to the prescriber for approval to reduce the prescription to the allowable amount. If we are not able to reach the doctor or the doctor does not approve the request, we will let the member know we could not fill the prescription due to the quantity limit. We suggest the patient get a new prescription from the doctor for the allowable amount.
Can a CarelonRx Pharmacy prescription be shipped to a doctor’s office at the member’s request?	No, pharmacy policy doesn’t allow us to ship any medication directly to a doctor’s office or a local retail pharmacy for pick up.

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