MEMBER EDUCATION

Home Delivery Pharmacy

You can have prescriptions sent right to your home – with free, standard shipping – while getting the same high-quality service you've come to expect from your local pharmacy.

Anthem®

And Its Affiliate HealthKeepers, Inc.

What is the Home Delivery Pharmacy?

Our preferred Home Delivery Pharmacy, managed by Express Scripts, is a safe, easy way to get drugs you take on a regular basis for a long time. These types of drugs are used for conditions like asthma, heartburn, high blood pressure, allergies and high cholesterol. You may also order prescription drugs that treat some short-term conditions, like ear infections, sinus infections or injuries.

Using the Home Delivery Pharmacy is covered by your plan at no extra cost to you.

Enjoy convenience

Prescriptions are sent to your home within two weeks from the time the pharmacy receives your order. And you can get up to a 90-day supply of medicine, which means fewer refills and trips to the pharmacy.[1]

Stay healthy

The Home Delivery Pharmacy can help you stay current with your medicine – and stay on top of your health. That helps reduce doctor and hospital visits. And registered pharmacists can answer your drug questions by phone any time.

Trust the safety of home delivery

The pharmacy has a 99.99% accuracy rate, compared with a 98.3% accuracy rate at a local pharmacy.[2] That means you can be sure you're getting quality prescriptions. Here's how it works:

- Your prescription is received and reviewed. This review makes sure the drug is safe, based on your health and other drugs you may take.
- Once approved, it's filled by a licensed pharmacist.
- Your prescription goes through a series of automated and live checkpoints. This makes sure it's safe and accurate.
- Your order is packaged in a plain, tamper-proof pouch for your privacy and protection. If you take a drug that needs to be kept cold, it will be sent in a special cooling package.
- Your order is delivered free with standard shipping. Orders can be sent overnight for a fee.

Save money

Depending on your plan, you may be able to save on drug copays with home delivery. Many 90-day supplies cost the same as two 30-day supplies at a local pharmacy. That means it's possible to save up to four copays a year – on one drug. The Home Delivery Pharmacy may contact you by mail or phone to let you know if you can save money by switching.

Get started with home delivery

It's simple. You can place your first order by phone, mail or fax.

By phone: Call **866-281-4279**, Monday through Friday, 8:30 a.m. to 8 p.m., Eastern time. You'll find out how much your prescription will cost and how much you can save. Have this information handy: your prescription, doctor's name, phone number, drug names and strengths and credit card (cardholder name, account number and expiration date).

By mail: Visit **anthem.com** to get an order form.

- Log in and select "Refill a Prescription." You will be directed to the Express Scripts website.[3]
- Click on "Fill a New Prescription."
- Choose the "Print a Prescription Order Form" link. You can print the form and complete it by hand. Or you can fill out a web-based form and print it.
- Mail your completed form, prescription from your doctor, and payment to:

Home Delivery Pharmacy
PO Box 66785
St. Louis, MO
63166-6785

By fax: Have your doctor fax your prescription to **800-600-8105**. It must be faxed directly from your doctor's office. If there is a question about your prescription, the pharmacy will contact your doctor.

Order refills easily

You can order refills by phone, mail or at **anthem.com**. Refills take about three to five days to process and ship. To make sure you have your medicine when you need it, the pharmacy can remind you to order refills. Or, you can even get automatic refills.

By phone: Have your prescription label and credit card ready. Call **866-281-4279** and select "Automated Refill Order Line" from the menu. Or press zero any time to speak with a patient care advocate. If you are speech or hearing impaired, call **800-899-2114**. Follow the prompts to place your order.

By mail: Fill out an order form you received with a previous order. Affix your label or write your refill number in the space provided. Mail the form and your payment to:

Home Delivery Pharmacy
PO Box 66785
St. Louis, MO
63166-6785

Online: Visit **anthem.com**.

- Log in and select "Refill a Prescription." You will be directed to the Express Scripts website.[3]
- Choose the drugs you want to refill, and click "Add Refills to Cart."
- Review the order, shipping method, payment method, medical information and contact information, and make changes if needed.
- Click "Place My Order."

Choose from a variety of payment options

The pharmacy accepts many payment methods. Use the option that's best for you. You can pay with a check, money order, major credit card or debit card.[4] You can also use Bill Me Later,® a service that lets you pay for your prescriptions over time.[5]

1 Plans vary. Check your plan for details and savings amounts.

2 Express Scripts internal data, 2010

3 The first time you're directed to the Express Scripts website, you'll go through a brief registration. The purpose is to set your preferences for communication and privacy. You'll do this only once. Please do not go directly to the Express Scripts website. The only way to make sure you're viewing your pharmacy information correctly is by logging in to anthem.com first.

4 More about using debit cards:
When you place an order with a debit card, a hold will be placed on your card that is equal to the cost of your prescription. Your card will be charged once the order is filled, and the hold will be removed. For a short time, it may appear as if your card is being billed twice for your order, which is not the case. This situation may lead to your account being defined as "overdrafted" or "overdrawn" if the sum of the hold and the charge exceed the funds available in that specific account. Please check with the financial institution that manages your debit card for more information on how it handles this type of situation.

5 More about Bill Me Later:®
You can sign up for Bill Me Later in just seconds, and then take up to six months to make payments – without interest – on orders of $150 or more, as long as the balance is paid in full. Even if your order doesn't exceed $150, you can still use Bill Me Later. You simply pay for these purchases in full within the standard billing period to avoid any interest. You can also use your Bill Me Later account at more than 1,000 online stores, catalogs and travel partners. Visit billmelater.com for more information.

Bill Me Later is subject to credit approval as determined by the lender, CIT Bank, Salt Lake City, Utah and is available to U.S. customers who are of legal age in their state of residence. The Bill Me Later account is governed by Utah and Federal Law and is available for web and phone orders. Visit express-scripts.com for important terms.

Anthem

And Its Affiliate HealthKeepers, Inc.

Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. Anthem Blue Cross and Blue Shield and its affiliated HMO HealthKeepers, Inc. are independent licensees of the Blue Cross Blue Shield Association. ®ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

Express Scripts, Inc. is a separate company that provides pharmacy services and pharmacy benefit management services on behalf of health plan members.

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