



# Home delivery pharmacy

**More convenience. Better health. Bigger savings.**

## What is the home delivery pharmacy?

The home delivery pharmacy brings your maintenance medicines right to your door. You can skip going to the drugstore and waiting in line to get the medicine you need. You get free standard shipping and refill reminders. And you can even set up automatic refills.

Maintenance medicines are drugs that treat long-term, chronic health conditions such as:

- Indigestion
- High blood pressure
- High cholesterol
- Diabetes

Missing even one dose of these types of drugs can mean serious health problems and may lead to higher health care costs. That's why home delivery is a great way to make sure you have your refills when you need them.

## Getting started is easy!

You can stick with your local pharmacy or move to the home delivery pharmacy. It's completely your choice! To switch to home delivery for your maintenance medicines:

- Go to [anthem.com/ca](https://anthem.com/ca). Choose **Manage Your Prescriptions** on the home page and log in, then choose **Switch to Home Delivery**.
- Call us 24/7 at 1-866-297-1013. If you have hearing or speech difficulties, call 1-800-221-6915 (TTY/TDD).

## Why choose the home delivery pharmacy?

Switching from a retail pharmacy to the home delivery pharmacy is easy and won't cost you anything. It can save you time and money — and help keep you healthy. With the home delivery pharmacy, you get:

- **Lower costs.** Depending on your plan, you may be able to save on drug copays. The cost of a 90-day supply of many drugs is lower than the cost of three 30-day refills.
- **Convenience.** Save yourself trips to the drugstore — and skip the lines. With home delivery, your medicine arrives at your door with free standard shipping. First-time orders arrive within two weeks from the time the pharmacy gets the order. After that, refills take just 3 to 5 days.
- **Automatic refills.** No need to worry about refilling on time. If you sign up for automatic refills, your medicine can be sent to you automatically before your next refill date. Get started on [anthem.com/ca](https://anthem.com/ca). On the home page, choose **Manage Your Prescriptions**, then log in. On the pharmacy page, choose **Additional Pharmacy Services**. On the Express Scripts site, select **Manage Automatic Refills** from the *Manage Prescriptions* menu.
- **Help following your doctor's orders.** When you get your medicine sent to your home, you're less likely to miss a dose and more likely to take it the way your doctor prescribed.<sup>1</sup> This can mean fewer visits to the doctor or hospital — and a healthier you.
- **Safety.** You can be sure you're getting the right medicine with the home delivery pharmacy. It has a higher accuracy rate compared to retail pharmacies.<sup>2</sup>
- **Ease of payment.** You can pay by check, eCheck, money order, flexible spending or health savings account (FSA/HSA) card, major credit card or debit card.<sup>3</sup> You also can use an extended payment plan to spread it out over three payments.

## How does home delivery work?

1. If you'd like to start enjoying the convenience of home delivery, go to [anthem.com/ca](https://anthem.com/ca) to sign up. On the home page, select **Manage Your Prescriptions**, then log in. At your personal pharmacy page, select **Switch to Home Delivery**. This will take you to the site of the company that helps manage our prescription benefits. It's as easy as that!
2. You can also call the home delivery pharmacy at 1-866-297-1013 and we'll get you started.
3. When you switch to the home delivery pharmacy, you'll pay your normal copay or coinsurance amount and get up to a 90-day supply.

### Questions? We're here to help

You can find lots of information about your pharmacy benefits online. Just go to [anthem.com/ca](https://anthem.com/ca), choose **Manage Your Prescriptions** and log in. That will take you to your personal pharmacy page.

If you still have questions, you can always call the Member Services number on your member ID card.

<sup>1</sup> Iyengar RI, Henderson RR, Visaria J, Frazee SG. Dispensing Channel and Medication Adherence: Evidence Across Three Therapy Classes. *American Journal of Managed Care* (October 2013). Patients taking high blood cholesterol medications were 19% more adherent when receiving them through home delivery pharmacies.

<sup>2</sup> Express Scripts internal data, 2010-2014.

<sup>3</sup> If you're signed up for a copay assistance program or use manufacturer coupons to help pay for your prescriptions, you'll need to submit detailed claim information and your receipt to the assistance or coupon programs to get paid back. Express Scripts cannot bill Anthem and third parties for prescriptions you fill through home delivery.

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