Anthem Blue Cross  
Express Scripts Mail Order Prescriptions – Faculty Group

Instructions for First-Time Mail Order Prescriptions through Express Scripts:

1. Obtain a written prescription from your physician for a 90-day supply with 3 refills.
2. On the back of the original prescription:
   - Print your name
   - Print your Anthem Blue Cross Member Identification Number
   - Print your date of birth
3. Complete the Express Scripts form.
4. Include payment information for your 90-day supply (rates below assume you have met your $50 prescription deductible):
   - Generic $20 per prescription
   - Brand $60 per prescription
5. Mail all the above to:
   Express Scripts
   Home Deliver Service
   P.O. Box 66558
   Saint Louis, MO  63166-6558

Instructions for Ordering Refills:

By Web: www.anthem.com/ca Customers will be prompted to login. First time users will be required to register to establish a secure online account. You will need to have your Anthem Blue Cross member identification number, birthdate, prescription and payment information readily available to complete your order. Select “Prescriptions Tab”, and then “My Pharmacy Account” and follow the instructions for completing the secure online order form.

By Mail: Use the convenient refill request form included with every order and mail it along with your payment to:
   Express Scripts
   Home Delivery service
   P.O. Box 66558
   Saint Louis, MO  63166-6558

By Phone: 1-866-297-1013. Please have your Anthem Blue Cross member identification number, birthdate, prescription and payment information readily available. You may order refills 24 hours/day and Customer Service is available 7 days a week - 24 hours/day.

Frequently Asked Questions:

Q. Can a member send in more than one prescription at a time?  
A. Yes. Express Scripts will process all of the prescriptions you mail to their pharmacy according to your benefit.
Q. How does a member pay for prescriptions?
A. The Home Delivery Pharmacy accepts a variety of payment methods, allowing employees to use the option that’s most convenient for them. Express Scripts suggests that all orders include payment to allow processing without delay. Orders may be paid for by:
• VISA, MasterCard, American Express, or Discover
• Bank-issued debit card
• Personal check or money order

Q. How long will a member have to wait for his/her order?
A. Pharmacy processing time will average about three to five business days for refills of existing orders and 10 to 14 days for orders of new prescriptions. Members should allow additional time for postal service delivery. It is advisable for first-time users of the home delivery pharmacy to have at least a 30-day supply of medication on hand when a request is placed with the Express Scripts Pharmacy. If the prescription order has insufficient information or if we need to contact the prescribing physician, delivery could take longer. It is advisable for first-time users of the home delivery pharmacy to ask the doctor for two signed prescriptions.
• One for an initial supply to be filled at your local retail participating pharmacy
• The second for up to a 3-month supply with refills to send to Express Scripts

Q. It looks like a member’s credit card has been billed twice for the same home delivery pharmacy order. Is this an error?
A. With the Express Scripts Pharmacy, billing is a two-step process. Once the order has adjudicated, a hold is placed on the customers’ credit card to secure the funds. The actual billing charge occurs at the time the order actually ships. This is a change from the process used by the NextRx pharmacy, which billed the credit card at the point of adjudication.

Q. What occurs if a member sends in a prescription written for a future date?
A. Express Scripts is unable to hold prescriptions to fill in the future. Prescriptions written for a future date are returned to the member if a hardcopy prescription is submitted.

Q. How will a member know if their prescription order has been received?
A. Unless they have opted out of the automated outbound call notification or email notification, members will receive a notification once the prescription order has been entered for processing under their account. Please allow 24-48 business hours for a prescription to be visible and notified of receipt.

Q. A member received an automated phone call and/or an email notification, what is this for?
A. There are 4 different types of automated outbound call notifications/email notifications.
• **Order Received**: Member will receive an order receipt notification once the order has been entered for processing. Please allow 24-48 business hours for a prescription to be visible and notified of receipt.
• **Order Shipped**: Member will receive an order shipped notification once the order shows a shipped status.
• **Order Delayed**: Member will receive an order delayed notification if the order has been processing for greater than 5 days.

• **Refill Reminder**: Member will receive a refill reminder when a medication is due to be filled. Member should follow the prompts to either refill or decline to prevent future calls on that prescription.

**PLEASE NOTE**: Due to HIPAA regulations, the member’s name and drug name cannot be mentioned on the automated outbound calls.

Q. **What can a member do if he/she no longer wants to receive automated outbound notifications/email notifications?**

A. A member may contact home delivery pharmacy customer service at **866-297-1013** to request removal from the notification distribution. Being removed from this distribution will remove them from all categories of automated outbound call notifications/email notifications, including order received, order shipped, order delayed, and refill reminders.