

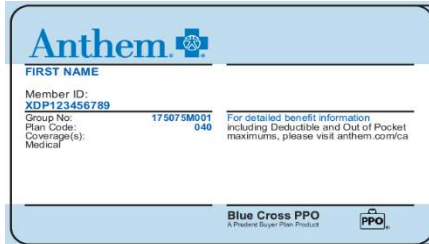
Medical & Pharmacy ID Cards

What You Need To Know

How Many ID Cards Will You Receive?

PPO Plan	1 Card	1 card for Anthem for Medical Benefits No card for Express Scripts for Pharmacy Benefits
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What Will The ID Cards Look Like?



Anthem PPO

- One ID card issued to subscriber and one to spouse/domestic partner
- Two cards will be issued in the subscriber's name for subscriber plus child(ren)
- ID cards with child dependent names can be requested by calling the member service number on the ID card

Express Scripts PPO Cards:

- Express Scripts will no longer mail out cards. You can access your digital card by going to express-scripts.com or by downloading the Express Scripts mobile app.

ID cards are often accidentally thrown away as junk mail. It may not be obvious the envelope includes ID cards. Be sure to open all incoming mail from Anthem.

When Should You Expect to Receive ID Cards?

Members are expected to start receiving ID cards throughout December 2023. New ID cards will need to be used beginning on January 1, 2024. If you need to access care before receiving your ID card, please follow the instructions below. Cards will only be sent out to new members or existing members who have made changes during Open Enrollment.

How Do You Access Care Without an ID Card?

Anthem Medical: If you need to visit the doctor or have a medical treatment scheduled, please contact Anthem Member Services at **(800) 967-3015** for assistance. You can also visit your doctor without your ID card by providing the policyholder's name, SSN and plan enrolled in (e.g., Anthem PPO). The office can call Anthem's Customer Service to verify eligibility and benefits. They can provide you with your new ID card number. Register with [Anthem](#).

You will need to request your Member ID number from Anthem Customer Service so that you can:

- Print a temporary ID card
- View claims
- Register for the Mobile application (App and Play store)
- Access additional resources

Express Scripts Pharmacy: If you need to fill a prescription, please contact Express Scripts Member Services at **(877) 733-4553** for assistance. They can provide you with your new member ID number.

You can register with [Express Scripts](#) via the web or Mobile App (App and Play Store) so that you can:

- Download, Print, or store your digital ID card in your digital wallet.
- Access additional resources

Express Scripts is the Pharmacy Benefit Manager. Provide the information below to your pharmacy to fill your prescriptions without an ID Card.

- **Policyholder's SSN and Date of Birth**
- **Bin Number:** 610014
- **Rx Group Number:** RX4EIAH
- **Pharmacy Help Desk:** (800) 922-1557

Express Scripts Overview

What You Need To Know

The CSURMA Express Scripts prescription drug plan includes various programs to help ensure members receive the safest and most cost-effective drugs available.

Mandatory Generic

With the Mandatory Generic program, subscribers will automatically receive generic when prescribed brand name, unless you receive a prior authorization to use the brand name drug. In general, FDA-approved generic medications contain the same active ingredients as brand name counterparts, but we realize that there may be exceptions. We recommend that you review your medications regularly with a doctor or pharmacist and ask, "Is there a generic for that?"

Specialty Drugs

Specialty Drugs are medications used to treat chronic and complex health conditions. Express Scripts uses Accredo, a specialty pharmacy that serves patients with health conditions such as cancer, hepatitis C, HIV, bleeding disorders and multiple sclerosis. Accredo understands the complexity of these conditions to ensure careful patient monitoring that leads to healthier outcomes. Specialty drugs are dispensed in 30-day supply or less. If you have any questions, call (800) 803-2523.

SaveOnSP

Specialty medications can cost a lot of money. That's why your plan offers a program called SaveOnSP, to lower your out-of-pocket costs to \$0. Over 250 specialty medications are eligible for the SaveOnSP program. If you're filling an eligible medication, a representative from SaveOnSP will contact you to discuss the program. You'll pay \$0 for your medication when you participate in SaveOnSP. If you choose not to participate, you'll pay a higher copay when you fill your medication. Conditions covered by SaveOnSP include, but are not limited to:

- Hepatitis C
- Multiple Sclerosis
- Psoriasis
- Inflammatory Bowel Disease
- Rheumatoid Arthritis
- Cancer

Here's an example of how it works:

John's taking a specialty medication that's eligible for the SaveOnSP program. His copay is currently \$70.

- When he participates in SaveOnSP, he won't pay anything (\$0) out-of-pocket. He will work with SaveonSP to enroll with the applicable manufacturer copay assistance program.
- If he decides not to participate in SaveOnSP, he can continue to pay his \$70 copay.

If John decides not to participate, his copay will no longer count toward his deductible or out-of-pocket maximum, call (877) 733-4553.

Livongo

Diabetes Management program available through Express Scripts. If you have any questions, call (800) 803-2523.

Prior Authorization

This program is to ensure that your prescription is suitable for the intended use and is covered by your plan. Obtaining prior authorization simply means that more information is needed. Contact your doctor's office to get the process started.

Please review all carrier flyers and brochures for additional information.

Express Scripts Resources

What You Need To Know



Member Services

- (877) 733-4553
- Available 24/7
- General information, complex concerns or health conditions



The Express Scripts Mobile App

- Download it for free, and use the same username and password to access the mobile app
- Home delivery prescription information, price medications and locate a pharmacy near you
- Access your member ID card virtually, view your past prescription activity, get reminder notifications and more!



On The Web

- Visit [express-scripts.com](https://www.express-scripts.com)
- Register your preferences, including email address and signing-up for text messaging
- Check order status with tracking details
- Enroll in automatic refills, view pharmacy options and savings, transfer to home delivery, and more!