

## FAQs and Talking Points

### On January 1, 2023, IngenioRx will join the Carelon family of companies and change its name to CarelonRx.

#### Background:

On January 1, 2023, IngenioRx, our pharmacy benefit manager, will join the Carelon family of companies and change its name to CarelonRx. Carelon is a new healthcare services brand that blends a powerful suite of solutions to solve complex challenges and support whole health across the entire healthcare continuum. CarelonRx will continue to harness its clinical expertise and deep medical insights to develop tools and solutions that lead to improved outcomes and lower overall costs.

A few important things about the change to CarelonRx:

- IngenioRx Home Delivery Pharmacy will become **CarelonRx Mail**.
- IngenioRx Specialty Pharmacy will become **CarelonRx Specialty Pharmacy**.
- **This name change will not impact our members' benefits, coverage, or how they fill their medications.** In addition to our mail and specialty pharmacies, our members can continue to fill their prescriptions at any in-network retail pharmacy
- Members will not need new prescriptions for existing medications they currently take.
- For Commercial Anthem Blue Cross health plans, there is no impact to member ID cards because of this name change. There is no mention of IngenioRx on these ID cards and the pharmacy information on the cards, including member service phone numbers and BIN and PCN numbers, is not changing.
  - For our Group Retiree Solutions (GRS) business, while the member service phone numbers, BIN and PCN numbers are not changing, retirees on MAPD and PDP plans will receive new ID cards and information about CarelonRx.
  - For all other GBD business, while the member service phone numbers and BIN and PCN numbers are not changing, some members may receive a new ID card with a reference to CarelonRx due to plan or state requirements.
- Members will continue to access their pharmacy information through their secure member portal (e.g., [anthem.com/ca](https://anthem.com/ca)), and via Sydney Health.

We have a comprehensive communications plan for our brokers/consultants, clients, members, providers, and retail pharmacies.

- Brokers will begin receiving information via their health plan News Channels, e.g., Broker Plus app, Broker Hub, Producer Toolbox, and anthem.com Producer News by September 15.
- Employers will begin receiving information via Employer Access the week of September 19.
- In October, we will kick off communications to providers via our health plan provider newsletters, with an email reminder in January. Retail pharmacies will receive information via email and fax. Both the provider and pharmacy communications will include multiple touches.
- In October, we will launch a banner message on the secure health plan member portals, on the Pharmacy Dashboard, letting members know about the name change.
- Members using our IngenioRx home delivery and specialty pharmacies will receive targeted communications, starting in October.
  - Between October and December, members will see an insert in their home delivery and specialty pharmacy prescription packaging alerting them to the name change (see samples).
  - From mid-November through mid-December, members using our home delivery and specialty pharmacies will receive a letter reminding them of the pharmacy name change (letters will be staggered; samples will be shared once finalized).
  - In January, members will receive an insert in their first prescription filled by CarelonRx Mail and CarelonRx Specialty Pharmacy introducing them to the new pharmacy brand.

## **FAQs for Members**

### **Does the CarelonRx name change impact prescriptions at retail pharmacies?**

*No, our members can continue to fill their prescriptions at any in-network retail pharmacy they currently use.*

### **For members currently using the IngenioRx Home Delivery Pharmacy and/or the IngenioRx Specialty Pharmacy, do they need to do anything differently? And will their doctors need to send a new prescription to CarelonRx?**

*No, members will continue to fill their prescriptions the same way. This process is not changing. The name on the home delivery and specialty pharmacy prescription bottles will be the only change, and that will simply change to CarelonRx Mail, for home delivery, and CarelonRx Specialty Pharmacy starting on January 1, 2023. Members will not need new prescriptions for any current, existing prescriptions.*

*FYI...starting on January 1, 2023, prescribers will need to select CarelonRx Mail or CarelonRx Specialty Pharmacy from the e-prescribing tool they use. If they search by the NPI (National Provider Identifier), the NPI will not change. We are communicating this to our providers via our health plan provider newsletters in October, with an email reminder in January.*

### **Can members still access their pharmacy benefit information from their health plan website and the SydneyHealth app?**

*Yes, members will continue to access all their pharmacy benefit information by logging into their health plan's secure member website and the Sydney Health app.*

### **Will this name change impact benefits?**

*No, this name change will not impact our members' benefits, coverage, or how they fill their medications.*

### **Will the cost of prescriptions increase?**

*No, prescription costs will not increase due to this name change.*

### **Will the formulary/preferred drug list change?**

*No, our formularies are not changing due to this name change.*

### **Will there be a change in phone numbers that I use for pharmacy member services?**

*No, there are no changes to the pharmacy member services numbers on members' ID cards.*

### **Will there be a change in the address where my prescription claims are sent?**

*No, there are no changes to this address.*

### **Will this affect the prior authorization or claims process?**

*No, this will not affect the process of prior authorization submission or the claims process.*

## **FAQs for Employers and Brokers**

### **How does this change affect our contracts?**

*Contracts will not need to be amended because of the name change to CarelonRx. Contracts will be updated during normal contract amendments.*

### **Will the way I quote and enroll new business be changing?**

*No, you will continue to work as you do today.*

### **When can I start using the new CarelonRx name?**

*IngenioRx will be changing its name to CarelonRx on January 1, 2023. You should continue to use the IngenioRx name until then. We will continue to update you. This name change will be a seamless transition and will not impact benefits, coverage, or how medications are filled.*