

Pharmacy Solutions with a Whole-Health Approach



Transition Information and Frequently Asked Questions

Empire recently announced the launch of IngenioRx, its new pharmacy benefit manager. We have spent more than 15 months planning this transition and, based on the results from our rigorous testing, we are confident in our ability to transition your members with as little disruption as possible. With this transition, we can deliver new value to our clients and their members.

Our goal is to make this move as easy as possible for our clients. Almost all of the changes will be happening behind the scenes, and there will be no changes to your benefit design as a result of this move. There will be some enhancements to our service model, and members who use home delivery and/or specialty pharmacy medications will be transitioned to IngenioRx pharmacies, but we will walk your members through any changes that they may encounter well in advance of the move.

In anticipation of the move, we have developed the frequently asked questions below. If you have questions that aren't addressed here, please contact your Empire representative.

Q: Can my clients change their transition date?

A: Unfortunately, if your clients are scheduled to transition, we cannot move transition dates.

Network, benefits and plan design

Q: Are retail pharmacy networks changing?

A: The goal is to completely match our current pharmacy networks and we expect fewer than 2% of members will have to change pharmacies. Any member impacted will receive a letter approximately 30 days before the move so they can transfer their prescription to an in-network pharmacy.

Q: Will any of my clients' pharmacy benefits change?

A: There will be no changes to the benefit plan and products as a result of the transition to IngenioRx.

Q: Are drug lists changing?

A: No.

Q: Will prior authorizations transfer?

A: Yes, current prior authorizations for traditional and specialty medications will transfer.

Q: What will members who use specialty drugs need to do?

A: Specialty drugs will be filled by IngenioRx on the effective date of your client's move. If they have active refills, those prescriptions will be automatically transferred to IngenioRx. Approximately 45 days before the effective date, we'll send a letter to members who fill a specialty drug to explain how to do this using IngenioRx. Our specialty care team will also call these members to introduce them to IngenioRx, check on their care and help with the move to IngenioRx.

Q: What will members who use home delivery need to do?

A: Members will be required to start filling home prescriptions through the IngenioRx Home Delivery Pharmacy on the effective date of your client's move. Active refills will automatically transfer to IngenioRx. Approximately 30-45 days before the move to IngenioRx, we'll send a letter to members who use home delivery that explains:

- **Payments** – For security reasons, payment information won't transfer to IngenioRx. We'll explain how to re-enter the information at empireblue.com.
- **Controlled substances and** – Members who fill prescriptions for controlled substances will need to contact their providers for a new prescription.
- **Auto-refill** – Members enrolled in the auto-refill program with Express Scripts will need to restart auto-fill with IngenioRx. They can do this by going to empireblue.com or calling the Pharmacy Member Services number on the back of their member ID card. They may need to get a new prescription from their prescribing doctor.



Client and member experience

Q: What do my client's employees/members have to do?

A: Most members should have received new ID cards, which contain all the information needed to process claims and access member service. The cards will work. Every subscriber will receive a "welcome" letter introducing them to IngenioRx and explaining the service enhancements they can expect.

Some members may have to change retail pharmacies as a result of this move. It is our goal to match our current pharmacy network, however, it is possible that this may not always be the case. Based on our current analysis fewer than 2% of members should have to change pharmacies.

Q: There's a separate phone number for pharmacy, so how will this be an integrated experience for my client's employees/members?

A: We know that giving members the ability to talk to a dedicated pharmacy specialist leads to better first-call resolution and higher member satisfaction. Member Services teams will be able to seamlessly transfer members between our general Member Services and Pharmacy Member Services teams to help ensure questions are answered by the right specialists. If a member needs to be transferred between teams, they'll be placed at the top of the queue, will not have to re-authenticate themselves and will be introduced to the next care specialist.

Q: What enhancements are you making to your website and mobile app?

A: Members will now have a new, fully integrated digital experience that allows them to access their pharmacy benefits access their pharmacy benefits, medical benefits and information all in one place. Here are just a few examples of what they can do:

- Use a Medicine Cabinet functionality that stores their list of medications
- Access the Price a Medication feature to price a drug at multiple pharmacies and identify potential savings
- Look up their historical pharmacy claims
- Check an order status on home delivery and specialty prescriptions and balances
- Sign up for auto-fill and renewals
- Use the express checkout function



An Anthem Company

**Managing pharmacy costs—and improving outcomes.
That's pharmacy powered by IngenioRx.**

IT'S THE NEW ERA OF EMPIRE.