IngenioRx

servicing Empire BlueCross BlueShield

220 Virginia Avenue  
Indianapolis, Indiana 46204

[Send date – In December 1, 2015 format]

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Member Name

Member Address1

Member Address2

Member City, State, Zip

# Member First Name, let’s talk about your home delivery medicines

**IngenioRx, your new pharmacy benefits manager, will take care of your Empire BlueCross BlueShield prescription drug plan starting on January 1, 2020. Here’s some important information about what to expect next.**

****Your home delivery prescriptions****

We’ll transfer any remaining refills you have to IngenioRx Home Delivery Pharmacy for you**. But there are a couple things you need to know.**

**Fill your prescription the same way you do now until December 31, 2019. **Then, starting on January 1, 2020, you’ll need to order your refills through IngenioRx by logging in at** empireblue.com** ****or contacting us.****

**Please have your prescription number when placing the order. If you’re signed up for automatic refills, you’ll still need to contact us for your first refill. We’ll ask you for payment information when you order online or call.**

****Prescriptions for controlled substances will not transfer.** You’ll need to get a new prescription for any controlled substance medications.**

**Take a look at the enclosed Questions and Answers for more details.**

Double-check your **empireblue.com** account to make sure your information and preferences are set the way you want them. Don’t have an account? Registering at **empireblue.com** is quick and easy****.****

If your Empire plan ends before January 1, 2020, your Empire pharmacy benefits won’t move to IngenioRx. Check with your employer if you have questions about your coverage continuing for 2020.

****Questions?** Just give us a call at** the Pharmacy Member Services number on your ID card.

* Your IngenioRx Pharmacy Team

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Home Delivery Questions & Answers

****How do I order my next home delivery refill?****

* **Up until December 31, 2019**, you will continue to fill your home delivery prescriptions the same way that you do today.
* **Starting January 1, 2020**, IngenioRx will be your new home delivery pharmacy and you will need to order your home delivery refills through IngenioRx by calling us or logging into your health plan website.

****Will my automatic refill continue after January 1, 2020?****

* No. On January 1, 2020, you will need to sign up for automatic refills again by calling us or logging into your health plan’s website. At that time, we will also need to update your payment information.

****Can I provide IngenioRx with my home delivery preferences and payment information before January 1, 2020?****

* In order to protect your personal information, we are not able to collect this information until January 1, 2020.

****Will the phone number that I use to contact home delivery change after I move to IngenioRx?****

* No. The pharmacy number on the back of your ID card will automatically move to IngenioRx on January 1, 2020.

****Will all my current home delivery prescriptions move over automatically to IngenioRx Home Delivery Pharmacy?****

* Most will. However, if your prescription is expired, has no refills, or is for a controlled substance, you will need to have your doctor send a new prescription electronically to IngenioRx Home Delivery Pharmacy.

****Who do I tell my doctor to send new home delivery prescriptions to?****

* Starting January 1, 2020, your doctor should send new home delivery prescriptions electronically to IngenioRx Home Delivery Pharmacy.

****How long will it take me to get my medications from IngenioRx?****

* You should receive your medications in the same or faster amount of time as you receive them from your home delivery pharmacy today.

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