



Pharmacy benefit manager change to IngenioRx

Effective October 1, 2019, IngenioRx will become the pharmacy benefit manager (PBM) for prescription drugs, home-delivery pharmacy and specialty pharmacy for our members. Because Anthem Blue Cross and IngenioRx are both Anthem, Inc. companies, your patients gain fast, easy access to their health and prescription benefits in one place.

Transferring prescriptions

We will automatically transfer prescriptions to IngenioRx Home Delivery Pharmacy for patients currently using home delivery through Express Scripts Mail Order Pharmacy. For patients receiving specialty drugs from Accredo, we will automatically transfer prescriptions to IngenioRx Specialty Pharmacy. Patients filling prescriptions at a retail pharmacy can continue, in most cases, using their same retail pharmacy.

Prescriptions for controlled substances or compounded drugs currently being filled at Express Scripts Mail Order Pharmacy or other out-of-network, mail-order pharmacies, or Accredo or other out-of-network specialty pharmacies cannot be transferred to another pharmacy under federal law. Patients currently receiving these medications will need a new prescription sent to IngenioRx Home Delivery Pharmacy or IngenioRx Specialty Pharmacy.

More information coming soon

We will send additional information regarding this transition to the new PBM. If you have questions about this change, contact your local Provider Relations representative or call one of our Medi-Cal Customer Care Centers at:

- **1-800-407-4627** (outside L.A. County)
- **1-888-285-7801** (inside L.A. County)

<https://mediproviders.anthem.com/ca>

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