

August 2014

New pharmacy network for Anthem HealthKeepers Plus members

What's changing and when?

Effective **September 1, 2014**, HealthKeepers, Inc. will launch the new Anthem HealthKeepers Plus Pharmacy Network for its members. The new network offers a choice between neighborhood pharmacies and large chain pharmacies.

Why is the pharmacy network changing?

As we work with the state to provide quality health care for Anthem HealthKeepers Plus members, we continually look for ways to increase efficiency — ultimately saving money for Virginia taxpayers. In addition, we're able to help the communities where our members live by providing them the opportunity to keep their spending within their own neighborhoods.

What is different about the Anthem HealthKeepers Plus Pharmacy Network?

This is a recontracted network of mass merchants, supermarkets, and regional and independent pharmacies. With the new Anthem HealthKeepers Plus Pharmacy Network — including many pharmacies that are small or independent — we can continue to provide convenient, local service for our members.

Which pharmacies are in the network?

This change allows Anthem HealthKeepers Plus members to use the broad Express Scripts network, which includes CVS, Rite Aid, Walmart®, Supervalu®, Target, Kroger, Kmart® and other chain pharmacies. The network includes a large number of independent pharmacies that are part of pharmacy services administrative organizations, including Epic, Cardinal Health LeaderNET®, AmerisourceBergen and Strategic Health Alliance, LLC. The new network does not include Walgreens. A complete list of in-network pharmacies is published in the *Provider Directory* and can be found online at www.anthem.com/vamedicaiddoc under *Find a Doctor*.

How will members be notified of their in-network pharmacies?

If claims data indicates members have been filling prescriptions at a pharmacy that is not in the new Anthem HealthKeepers Plus Pharmacy Network, they will receive a letter instructing them to go to an in-network pharmacy.

Additionally, the carrier information on new member ID cards has been updated to draw attention to the new network. New members typically receive their ID cards within three to five days of enrollment. For members who received an ID card prior to **September 1, 2014**, the BIN and PCN information on the existing card will continue to work.

If a new member does not receive an ID card and needs to use pharmacy services, the pharmacy will still be able to check the member's eligibility using the state eligibility system. The state eligibility system can be accessed by phone at **1-800-884-9730** or online at www.viriniamedicaid.dmas.virginia.gov/wps/portal.

Additional information

Pharmacies not included in the new pharmacy network have been notified of their exclusion by Express Scripts. Also, nonparticipating pharmacies will receive a reject message instructing them to call HealthKeepers, Inc. to help redirect members to an in-network pharmacy.

For more information

For questions or more information, please contact your network manager.