



Home Delivery Complete

Medication delivered directly to you. Save money and time.

What is Home Delivery Complete?

With Home Delivery Complete, you don't have to make trips to the drugstore to get your maintenance medicines. They're sent directly to your home – saving you time and money. You get free standard shipping and refill reminders. And you can even set up automatic refills.

You can get up to three fills - the first, plus two refills - of your maintenance drugs at your regular pharmacy before you must start using home delivery for the drugs to be covered.

Home Delivery Complete is already part of your health plan – it costs you nothing more to use for your maintenance medicines. These are the drugs that treat long-term, chronic health conditions such as:

- Indigestion
- High blood pressure
- High cholesterol
- Diabetes

Missing even one dose of these types of drugs can mean serious health problems and may lead to higher health care costs. That's why home delivery is a great way to make sure you have your refills when you need them.

It's easy to start using the home delivery pharmacy!

Make sure you have your medicine when you need it. Here are three ways to sign up:

- Go to [anthem.com](https://www.anthem.com). Choose **Manage Your Prescriptions** on the home page and log in, then choose **Switch to Home Delivery**.
- Download the Anthem and Express Scripts* mobile apps. Log in to the Anthem app, select **My Coverage** on the menu, then **Prescriptions**, which takes you to the Express Scripts app. On the Express Scripts app, choose **Transfer to Home Delivery**.
- Call us 24/7 at 1-888-613-6091 and we'll help you make the switch. If you have hearing or speech difficulties, call 1-800-221-6915 (TTY/TDD)

*Express Scripts is a separate company that helps manage our prescription drug benefits.

Here's what you get with Home Delivery Complete

Switching from a retail pharmacy to the home delivery pharmacy is easy and won't cost you anything. It can save you time and money — and help keep you healthy. With the home delivery pharmacy, you get:

- **Lower costs.** Depending on your plan, you may be able to save on drug copays. The cost of a 90-day supply of many drugs is lower than the cost of three 30-day refills.
- **Convenience.** Save yourself trips to the drugstore — and skip the lines. With home delivery, your medicine arrives at your door with free standard shipping. First-time orders arrive within two weeks from the time the pharmacy gets the order. After that, refills take just 3 to 5 days.
- **Automatic refills.** No need to worry about refilling on time. If you sign up for automatic refills, your medicine can be sent to you automatically before your next refill date. Get started on [anthem.com](#). On the home page, choose **Manage Your Prescriptions**, then log in. On the pharmacy page, choose **Additional Pharmacy Services**. On the Express Scripts site, select **Manage Automatic Refills** from the *Manage Prescriptions* menu.
- **Help following your doctor's orders.** When you get your medicine sent to your home, you're less likely to miss a dose and more likely to take it the way your doctor prescribed.¹ This can mean fewer visits to the doctor or hospital — and a healthier you.
- **Safety.** You can be sure you're getting the right medicine with the home delivery pharmacy. It has a higher accuracy rate compared to retail pharmacies.²
- **Ease of payment.** You can pay by check, eCheck, money order, flexible spending or health savings account (FSA/HSA) card, major credit card or debit card.³ You also can use an extended payment plan to spread it out over three payments.

How does Home Delivery Complete work?

When you fill a maintenance medicine at a retail pharmacy:

1. Each time you fill a maintenance medicine at a retail pharmacy, we'll contact you by phone and mail to tell you about Home Delivery Complete and its benefits. We'll tell you how much you can save using home delivery. And we can work with you over the phone to transfer your prescription.
2. If you don't want to wait to be contacted, call 1-888-613-6091 to get started.
3. Remember, when you use your local pharmacy, you'll be able to get one original fill and up to two refills at your regular copay/coinsurance amount. After that, you'll have to pay the full retail cost of your drug for refills until you switch to home delivery. This can be a lot more than your copay/coinsurance cost.

Questions? We're here to help

You can find lots of information about your pharmacy benefits online. Just go to [anthem.com](#), choose **Manage Your Prescriptions** and log in. That will take you to your personal pharmacy page.

If you still have questions, you can always call the Member Services number on your member ID card.

¹ Iyengar RI, Henderson RR, Visaria J, Frazee SG. *Dispensing Channel and Medication Adherence: Evidence Across Three Therapy Classes. American Journal of Managed Care* (October 2013). Patients taking high blood cholesterol medications were 19% more adherent when receiving them through home delivery pharmacies.

² Express Scripts internal data, 2010-2014.

³ If you're signed up for a copay assistance program or use manufacturer coupons to help pay for your prescriptions, you'll need to submit detailed claim information and your receipt to the assistance or coupon programs to get paid back. Express Scripts cannot bill Anthem and third parties for prescriptions you fill through home delivery.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to [anthem.com/co/networkaccess](#). In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross and Blue Shield of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.