

2024 Anthem Prescription Drug Plan

Your Questions Answered



What is changing?

Effective January 1, 2024, your Insurance Trust for Delta Retirees Prescription Drug Plan will be insured and administered by Anthem, replacing the current 2023 Express Scripts plan.

Will I receive a new ID card?

Yes. All members will receive new ID cards. Medicare Supplemental Plan Members will receive a new Medical and a new Prescription Drug Plan Card. Medicare Advantage Plan Members will receive a single new ID card to use for both Medical and Prescription Drug coverage.

If you are making no coverage changes for 2024, no action is needed. Make changes by November 3, to receive your new plan documents prior to January 1. Changes may be made through December 31, 2023, but later elections will delay receipt of your 2024 plan documents and ID cards.

Is the Formulary (Covered Drug List) Changing?

Yes. The formulary changes every year, reflecting changes in generics, pricing, and drugs available and approved by Medicare. The 2024 Formulary covers all Medicare Drug Classes, and over 99% of prescriptions used by Delta retirees.

Are Preferred Pharmacies Changing?

Yes, there will be some changes. The Anthem network includes many local pharmacies and major retail chains. You'll save the most money using one of these pharmacies.

Can I price my prescriptions and view them at my local pharmacies before January 1st?

Yes. You can use Anthem's **Price a Medication** tool now at www.anthem.com/itdrrx to check 2024 prices and find out what medications are covered. Anthem's preferred pharmacies include 25,000 pharmacies like CVS, Target, Walmart, Sam's Club, Kroger, and Costco. Standard (non-preferred) pharmacies are also available and include Walgreens, Rite-Aid, and Giant Eagle. To find a local independent pharmacy, please call **Anthem's First Impressions Welcome Team** at **844-889-6356**.

How will my mail-order prescriptions be handled?

Express Scripts will be transferring prescriptions that have open refills remaining, and most active pharmacy prior authorizations, to Anthem at the end of this year. However, you will need to request new prescriptions and prior authorizations from your doctor for any mail-order controlled substances, or mail-order specialty drugs as Medicare does not allow these to be transferred.

We recommend filling any open available prescriptions prior to December 31st, for the smoothest transition.

Anthem's mail-order pharmacy division is CarelonRx. You will need to enter your payment information into your new Anthem/Carelon mail-order account after January 1st. If you do not have any open refills remaining, you must have your doctor send a new prescription electronically to CarelonRx.

As a reminder, Express Scripts is going to transfer any open mail-order refills and active Prior Authorizations to CarelonRx. If you take a non-formulary medication, these drugs are eligible for a Prior Authorization exception. If a new prior authorization is needed for an existing prescription, you will receive a one-time courtesy fill in 2024. Prior to the effective date, personalized letters will be sent to members notifying them of a drug change or alternative medication. If you have any questions about your specific medications, please call **Anthem's First Impressions Welcome Team** at **844-889-6356** prior to January 1, 2024.

More details will be provided, along with your ID cards, in your new plan documents in December.

Technology at your Service

On January 1, 2024, you will have the convenience of accessing both your Medical and Prescription Drug plans in your online Anthem Account. Be sure your online account is set up for easy access to:

- View your plans and benefits
- Check your claims and history
- Price a medication or look for a pharmacy
- Search for a doctor or specialist
- Access LiveHealth Online for a telehealth appointment with a \$0 copay

If you already have an Anthem online account, no action is needed.

To create an account, visit: www.anthem.com



Download the Sydney Health mobile app

With the Anthem App, get on-the-go access through your smartphone or tablet.



Questions? Need Help?

During annual enrollment, before you receive your new ID cards, call **Anthem's First Impressions Welcome Team** with questions about the 2024 Prescription Drug Plan at **844-889-6356**, 8 a.m. to 9 p.m. EST, Monday – Friday.

You may also contact a Personal Health Advocate through ITDR's Retiree Service Center at 877-325-7265, option 3, 24/7.