

Frequently Asked Questions (and Answers!) for the Upcoming Carrier Changes Effective for 7/1/22:

Instructions on how to search the Formulary:

You may search the Formulary at anthem.com as a guest by going to the following link:
www.anthem.com/pharmacyinformation/

Scroll down to Formulary/Drug List and to National Drug Lists and select National Drug List 3-Tier. At the National Drug List 3 -Tier (Searchable), you can enter the name of the medication or alphabetical search or Therapeutic Class Search. When you enter the name of your medication, you can determine what tier the medical falls under and if there are any applicable pharmacy edits such as step therapy, prior authorization, quantity limits and clinical criteria.

Or, if you want to download the drug list that is current at that point in time, you can click on Anthem Blue Cross and Blue Shield pdf for the National Drug List 3 Tier. Please note if you save this pdf to your personal drive, there are formulary changes throughout the year. You should always pull the formulary from the site vs reviewing a saved pdf for *the most current* listing.

Provider Search for Blue Access Options PPO network:

Go to www.anthem.com/find-doctor/

Click on Guest, Then

- What type of care are you searching for?
 - Select **Medical**
- What State do you want to search in?
 - Select **Ohio**
- What type of plan do you want to search with?
 - Select **Medical (employer sponsored)**
- Select a plan/network.
 - **National PPO (Blue Card PPO) – Out of state**
 - **Blue Access Options PPO - Ohio**

Search based on type of provider/facility, locations near you or by a provider's name – *View your results*

Q. I (or a dependent on my plan) am/is currently in a program for ongoing care and will need coordination or transition of care. How do we contact Anthem to initiate this?

A. Please refer to the [continuation of care policy](#) for additional information on how the coordination or transition of care will work. You and your provider will complete the [continuation of care form](#) and fax or mail it directly to Anthem.

Q. Will I need a new prescription if I am currently taking a specialty medication? Is Express Scripts changing?

- A.** Yes, you will need to have your provider write a new prescription and send it to IngenioRX.
- B.** Yes, Express Scripts is changing to IngenioRx. An Anthem Health Guide (AHG) will be provided soon with a customer service phone number that will be in place for Mayfield City Schools. Anthem will also open the AHG phone lines early so employees can call with questions before they are enrolled. Once members are enrolled, the Anthem Health Guide team will also be able to assist employees with setting up their specialty and/or mail order prescriptions.
- C.** The Anthem Mayfield City Schools designated customer service phone number has been activated. Please contact Anthem at **844-995-1752** for any concerns you have prior to 7/1/22. Please refer to the Anthem Health Guide (AHG) on the website or click the link to the [AHG](#).

Q. I have an adult dependent under age 26 on my plan. They reside and work in another state. Where can I find information on Anthem's network in other states?

A. Please refer to the BlueCard Global Core flyer posted on the website or click the link to the [BlueCard Global Core informational flyer](#). Members will not use another network as they will be on the BlueCard system outside of Anthem states as well as globally. Additionally, members will still search for providers in the same manner as the instructions listed in the above FAQ.

Q. Will my Vision Plan start over?

A. Yes, any services provided by Medical Mutual in 2022 will NOT be applied to the Anthem annual limits. For example, if you had your annual vision exam prior to 7/1/2022 with MMO, you will be able to get another vision exam with Anthem.