

Pharmacy benefit manager change to IngenioRx

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

Transferring prescriptions

Patients filling prescriptions at a retail pharmacy can continue, in most cases, using their same retail pharmacy. Patients receiving specialty drugs from Accredo, can request a transfer of their prescriptions to IngenioRx Specialty Pharmacy or take a new prescription to any in-network pharmacy. A specialty drug is classified as a drug used for a rare disease or requires special handling. These drugs are not commonly available at a retail pharmacies.

If your patients currently use home delivery and would like to continue receiving their medication through the home delivery program, they can call the Pharmacy Member Services number on their member ID card. If a patient is currently using home delivery and would prefer to use a retail pharmacy for their medication, they should call the Pharmacy member services number on their ID card for assistance.

Each of our members currently receiving their medications through Express Scripts Mail Order Pharmacy or Accredo Specialty Pharmacy will receive a letter from Healthy Blue explaining the changes described above. If your patients have questions that are not addressed or need assistance transferring their prescriptions, they can call the Pharmacy Member Services number anytime at **1-833-207-3114** (TTY **711**). We're available 24 hours, 7 days a week.

More information coming soon

We will send additional information from Healthy Blue regarding this transition to the new PBM. If you have questions about this change, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

<https://providers.healthybluelua.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association. IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Healthy Blue.

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