



## Refill by Mail

The Home Delivery Pharmacy sends drugs you take on a regular basis right to your door. And you get a larger supply of medicine for less

### What is Refill by Mail?

Refill by Mail allows you to get up to two or three fills, depending on your plan, of a drug you take on a routine basis at your local pharmacy. After that, you'll need to order those drugs from the Home Delivery Pharmacy, managed by Express Scripts. If you decide to get them from your local pharmacy instead, you'll pay the full cost of the drugs.

### Get more for less

Refill by Mail saves you money because you must use the Home Delivery Pharmacy for most routine prescriptions. Many 90-day supplies cost the same as two 30-day supplies at a local pharmacy. That means you could save up to four copays a year – on one drug.

### What is the Home Delivery Pharmacy?

Home delivery is a safe, easy way to get drugs you take on a regular basis for a long time. These types of drugs are used for conditions like asthma, heartburn, high blood pressure, allergies and high cholesterol. The Home Delivery Pharmacy is covered by your plan at no extra cost to you.

### Enjoy convenience

Prescriptions are sent to your home – using free, standard shipping – within two weeks from the time the pharmacy receives your order. And you can get up to a 90-day supply of medicine, which means fewer refills and trips to the pharmacy.

### Stay healthy

The Home Delivery Pharmacy can help you stay current with your medicine – and stay on top of your health. That helps reduce doctor and hospital visits. And registered pharmacists can answer your drug questions by phone any time.

### Get started with home delivery

It's simple. You can place your first order by phone, mail or fax. **By phone:** Call **866-281-4279**, Monday through Friday, 8:30 a.m. to 8 p.m., Eastern Time. You'll find out how much your prescription will cost and how much you can save. Have this information handy: your prescription, doctor's name, phone number, drug names and strengths and credit card (cardholder name, account number and expiration date).

**Online:** Visit [anthem.com](http://anthem.com) to get an order form. Log in and select "Refill a Prescription." You will be directed to the Express Scripts website.

- Click on "Fill a New Prescription."
- Choose the "Print a Prescription Order Form" link. You can print the form and complete it by hand. Or you can fill out a web-based form and print it.
- Mail your completed form, prescription from your doctor, and payment to:

**Home Delivery Pharmacy, PO Box 66785, St. Louis, MO 63166-6785**

**By fax:** Have your doctor fax your prescription to **800-600-8105**. It must be faxed directly from your doctor's office. If there is a question about your prescription, the pharmacy will contact your doctor.

### How does Refill By Mail work?

- You receive a letter and phone call reminding you the program is about to begin. Your first fill is covered at your local pharmacy.
- You receive a letter and phone call to let you know about ways to save with home delivery. Your second fill is covered at your local pharmacy.
- You receive a letter and phone call reminding you to choose home delivery so your prescription can be filled. Your third fill is covered only if you use the Home Delivery Pharmacy.



### Order refills easily

You can order refills by phone, mail or at [anthem.com](http://anthem.com). Refills take about three to five days to process and ship. To make sure you have your medicine when you need it, the pharmacy can remind you to order refills. Or, you can even get automatic refills.

### Online: Visit [anthem.com](http://anthem.com):

- Log in and select "Refill a Prescription." You will be directed to the Express Scripts website.
- Choose the drugs you want to refill, and click "Add Refills to Cart."
- Review the order, shipping method, payment method, medical information and contact information, and make changes if needed.
- Click "Place My Order."

### Choose from a variety of payment options

The pharmacy accepts many payment methods. Use the option that's best for you. You can pay with a check, money order, major credit card or debit card.<sup>3</sup> You can also use Bill Me Later,<sup>®</sup> a service that lets you pay for your prescriptions over time.

### Trust the safety of home delivery

The Home Delivery Pharmacy has a 99.99% accuracy rate, compared with a 98.3% accuracy rate at a local pharmacy. That means you can be sure you're getting quality prescriptions.

### Here's how it works:

- Your prescription is received and reviewed. This review makes sure the drug is safe, based on your health and other drugs you may take.
- Once approved, it's filled by a licensed pharmacist.
- Your prescription goes through a series of automated and live checkpoints. This makes sure it's safe and accurate.
- Your order is packaged in a plain, tamper-proof pouch for your privacy and protection. If you take a drug that needs to be kept cold, it will be sent in a special cooling package.
- Your order is delivered free with standard shipping.
- Prescriptions can be sent overnight for a fee

