

# THE LOCAL CHOICE E-NEWS

## Department of Human Resource Management State and Local Health Benefits Programs

*April 11, 2019*

### **New ID Cards To Be Issued for The Local Choice (TLC) Participants in April**

**Be sure to read this E-News carefully. Failure to use the correct Anthem ID card can result in denial of your employees' prescription drug claims.**

Effective **July 1, 2019**, pharmacy benefits for the TLC Key Advantage and HDHP plans will be managed by **Anthem Pharmacy, delivered by IngenioRx.**

**In preparation for this change, new ID cards will be issued in April to all TLC Key Advantage and HDHP members for the purpose of testing the new Anthem pharmacy system.**

**Your employees are encouraged to use the new April cards immediately.**

However, if they use their current card, their claims will still process as usual through June 30, 2019. **However, starting July 1, new cards must be used as explained below in order for prescription drug claims to be processed.**

**Attached is a copy of what your employees will receive with their ID cards in April.**

### **Questions and Answers Regarding New ID Card Distribution**

#### **Why is Anthem sending your employees an interim ID card in April?**

It's very important to perform certain data testing prior to the July 1 change to the new Anthem Pharmacy system. One of these steps is to provide new pharmacy information on an interim ID card to run claims through the new system and confirm that they are processing accurately before the July 1 transition to Anthem Pharmacy.

#### **Will the April ID card be different from what they have now?**

The new ID card is identical to their current card except that the pharmacy-specific information and customer service phone number will reflect the new Anthem Pharmacy information. These are important changes when members use this card to get their prescription drugs.

**Will participants continue to use the April card on July 1?**

There will be a mass issue of new ID cards in **mid-June for groups whose new plan year begins on July 1. All previous cards may be destroyed once they receive their cards for July 1.**

**For groups whose new plan year begins on October 1, all participants must continue to use their April cards through September 30. They will not receive new cards for July 1, and their current cards will not work after June 30. New cards for use starting October 1 will be mailed in mid-September. All previous cards may be destroyed once they receive their cards for October 1.**

**While your employees will receive this information with their April ID cards, we encourage you to reinforce the importance of using their new cards as explained above. Your employees have been directed to you if they have any questions about their plan year.**

NOTE: Participants currently using mail service or the specialty pharmacy will be contacted directly with information about transitioning their claims to IngenioRx.

You or your employees may call **Anthem Member Services at 1-800-552-2682 with any questions.**

**Thank you for your attention to this important health plan information.**

***Please do not reply to this e-mail. You may send inquiries to The Local Choice mailbox at [tlc@dhrm.virginia.gov](mailto:tlc@dhrm.virginia.gov).***