Getting started with Home Delivery Pharmacy

If you take prescribed medicine on a regular basis, you can get up to a 90-day supply mailed right to your door.*

Here's how to start:

**Step one**
Create a profile with your contact information and billing information

There are two ways to do this:
- **By phone:** Call 866-217-2657, or
- **Online:** Log into anthem.com.
  - Click on “Prescription Benefits,”
  - (if you haven’t done so, register on anthem.com).
  - Click on “Switch to Home Delivery”
  You’ll be sent to the Express Scripts website.
  - Click on “My Profile & Settings” and complete the following sections:
    + Your personal information
    + Payment method

Remember, we cannot process your order without having your contact and billing information on file.

**Step two**
See your doctor for a prescription for a 90-day supply of your medicine

You’ll need a 90-day supply of your prescription for your first Home Delivery Pharmacy order. But you should also ask your doctor to write you another prescription for an additional 30-day supply. This is so you can get the 30-day supply filled at your local pharmacy while your first Home Delivery order is being processed.

**Step three**
Send us your prescription

There are two ways you can put your first order in:
- **By Fax:** Ask your doctor to fax us your prescription and member ID card to 866-272-8856
- **By mail:** Go to anthem.com and download a form and mail it to us
  - Log in then click on “Refill a Prescription.”
  - You’ll be sent to the Express Scripts website.
  - Click on “Fill a New Prescription,”
  - then “Print an Order Form.”
  - You can choose to print a blank form or one that has your information already on it.

- Click on “Print Your Form.”
- Fill out the form and mail it with your prescription to:
  - PO Box 66558
  - St. Louis, MO
  - 63166-6558

**Important:** All prescriptions and refills, including those submitted by your physician, are processed as soon as they are received. Please do not submit your prescription unless you are ready to have it filled.

**Step four**
Pay for your prescription

The Home Delivery 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. You can also keep a major credit card on file for easy payments. With this option, you can increase or decrease the maximum limit charged to the card to help you manage your out-of-pocket costs more effectively. For more information or questions about credit card payments, please call the number on your ID card.

**Important to know**
Your medicine will be sent to your home within two weeks from the time the Home Delivery Pharmacy gets your order. If you need your medicine sooner, call 866-217-2657 to ask for your order to be sent overnight. You will be charged an additional fee. Your order will be sent through the post office, UPS or FedEx. Please note, with some medicines, you may have to sign to accept delivery.

**Generic drugs**

If your doctor prescribes a brand-name drug, your plan design may require the Home Delivery Pharmacy to substitute the generic version instead.

Generics are copies of brand-name drugs with the same active ingredients, strength and dose. They are also required to meet the same high standards for purity, quality, safety and strength as brand names.

Generics are more affordable too. If you’re not using a generic, talk to your doctor to see if a generic is right for you.
Need to order refills? It's even easier!
You can order refills by phone, mail or at anthem.com. Refills take about three to five days to process and ship. Here’s how to order a refill:

By phone
- Have your prescription label and credit card ready.
- Call 866-217-2657 and select “Automated Refill Order Line” from the menu. Or press zero any time to speak with a representative. If you are speech or hearing impaired, call 800-899-2114.
- Follow the prompts to place your order.

By mail
Fill out the order form that you got with a previous order. Attach your label from the medicine or write your refill number in the space provided. Mail the form and your payment to the Home Delivery Pharmacy address.

Online
- Log in (username/password required) and click “Pharmacy.”
- Under Pharmacy Self Service, click “Order a Refill.”
- You will be redirected to the Express Scripts site.
- 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.
- Click “Place My Order.”

Auto Refill
Follow the first three steps above for ordering refills online, then:
- Click the “Setup Auto Refills” tab
- Follow the easy steps to Select prescriptions, choose refill dates and review your order.

We’re here to help.
If you have questions about how to get started with the Home Delivery Pharmacy, just give us a call at 866-217-2657, 24 hours a day, 7 days a week.