



Home Delivery Pharmacy

You can have prescriptions delivered right to your home - with free, standard shipping - while receiving the same high quality service you've come to expect from your local pharmacy.

What is the Home Delivery Pharmacy?

The Home Delivery Pharmacy, operated by Express Scripts, offers you a safe, convenient way to obtain medications you take on a daily basis for a long period of time. These types of medications are used for conditions like asthma, heartburn, high blood pressure, allergies and high cholesterol, among others. Your use of the Home Delivery Pharmacy is already covered under your existing health plan and is available at no additional cost to you.

You could eliminate up to four copays a year on one prescription by using the Home Delivery Pharmacy. You get a larger supply of medication for less money.¹

Enjoy the service and convenience of home delivery

Medications are delivered to your home – using free, standard shipping – within two weeks from the time the prescription is received from your doctor. And registered pharmacists from the Home Delivery Pharmacy are available to answer your questions anytime.

And you can order refills, which typically take three to five days to process and ship, by mail, by phone or online at [anthem.com/ca](https://www.anthem.com/ca). Automatic refills and refill reminders are available to ensure you have your medications when you need them. Also, a variety of payment options are available, including an extended grace payment option, which allows you to pay now or pay over time.

Stay safe and healthy

The Home Delivery Pharmacy can help you stay current with your medications – and stay on top of your health. And that helps reduce doctor visits and hospitalizations.

Here's how it works:

- After your prescription is received, it is reviewed for possible drug interactions based on your health profile.
- Once approved, the prescription is filled by a licensed pharmacist.
- Your prescription goes through a series of automated and live checkpoints for the highest levels of accuracy and safety.
- Your medication is packaged in a plain, tamper-proof pouch for your privacy and protection. And if you take a medication that needs to be refrigerated, it will be shipped in special packaging to maintain its quality.



- Your medication is delivered free to your home using standard shipping. Prescriptions can also be delivered overnight for an additional charge.

Plus, the Home Delivery Pharmacy's automation process results in a 99.99% accuracy rate, compared with a 98.3% accuracy rate at your local pharmacy.² That means you can be assured of the quality of your medications.

Payment options to fit your lifestyle

The Home Delivery Pharmacy accepts a variety of payment methods, allowing you to use the option that's most convenient for you. You can pay for your medications by check, money order, major credit cards or debit cards. When you place an order with a debit card, a hold will be placed on your card that is equal to the cost of your prescription. Your card will be charged once the order is filled, and the hold will be removed. For a short time, it may appear as if your card is being billed twice for your order, which is not the case. This situation may lead to your account being defined as "overdrafted" or "overdrawn" if the sum of the hold and the charge exceeds the funds available in that specific account. Please check with the financial institution that manages your debit card for further information regarding how it handles occurrences such as these.

Additionally, you can use Bill Me Later, which allows you to pay for your maintenance medications over time. You can sign up for Bill Me Later in just seconds, and then take up to 90 days to make payments—without interest—on orders of \$150 or more, as long as the balance is paid in full. Even if your order doesn't exceed \$150, you can still use Bill Me Later. You simply pay for these purchases in full within the standard billing period to avoid any interest. You can also use your Bill Me Later account at more than 1,000 online stores, catalogs and travel partners. Learn more about Bill Me Later at billmelater.com.

¹ Check your plan for details and savings amounts.

² Express Scripts internal data, 2010



Ready to get started? It's as easy as mailing a letter.

- Have your doctor write a prescription for up to a 90-day supply of your medication, plus refills, for up to one year, if appropriate.
- Complete a Home Delivery Pharmacy order form. Visit anthem.com/ca to print an order form, or call the Customer Service number on your member ID card.
- Mail the prescription and order form to the address indicated on the form.

