

# Get the medications you take regularly sent to your home with CarelonRx Pharmacy

Your health plan is all about giving you choices. So when you need a prescription medicine, you can choose home delivery through CarelonRx Pharmacy or you can keep getting your prescriptions at your local pharmacy. It's up to you. You just need to let us know what you want to do.

## With home delivery, you can count on:



**Convenience.** Medications are delivered directly to your home or any location you choose.

- Manage your prescriptions with the Sydney<sup>SM</sup> Health app or at [anthem.com](https://www.anthem.com).
- Expect first-time home delivery orders to take about two weeks and refills to take 3 to 5 days.
- Track your order.
- Set up reminders and automatic refills, too.



**Safety.** All orders are checked by a licensed pharmacist before they ship. Discreet packaging is:

- Tamperproof
- Temperature controlled, if needed
- Weatherproof



**Peace of mind.** You're less likely to miss a dose and more likely to stay on track with the treatment your doctor prescribed when you switch to home delivery.\* You can also talk, text, or chat 24/7 with a trained pharmacist if you have questions or need help.



**Hassle-free service.** CarelonRx Pharmacy will contact your doctor to order a new, 90-day prescription if you need one. If a medication preapproval is needed, the home delivery team will reach out to you for consent before shipping your medication.



**Savings.** Many medications cost less when you fill a 90-day supply instead of three 30-day supplies. Shipping is always free. With CarelonRx Pharmacy, you can also learn about lower-cost options and use coupons to save money.

## We're here to help

Call the Pharmacy Member Services phone number on your member ID card or use the live chat feature on Sydney Health or [anthem.com](https://www.anthem.com).

\*National Library of Medicine, National Center for Biotechnology website: A Retrospective Database Study Comparing Diabetes-Related Medication Adherence and Health Outcomes for Mail-Order Versus Community Pharmacy (accessed September 2022): [ncbi.nlm.nih.gov/pubmed/30816817](https://pubmed.ncbi.nlm.nih.gov/30816817). Sydney Health is offered through an arrangement with Carelon Digital Platforms, a separate company offering mobile application services on behalf of your health plan. ©2020-2023 Services provided by CarelonRx, Inc.

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## Start home delivery now

1. Log in to [anthem.com](https://www.anthem.com) and go to the **Prescriptions Home** page. You can also log in to your mobile app and select **Pharmacy**.
2. Choose **Request a New Home Delivery Prescription** and follow the guided steps to submit.