



UNIVERSITY
OF
CALIFORNIA

Annual Notice of Changes

Use this guide to know what is changing in your plan for 2020



Thank you for your membership

You don't have to do anything to stay in your plan. Read this important information – it highlights what's available in your plan and the changes for this new benefit year. You can use your benefits effective **January 1, 2020 - December 31, 2020**.



Anthem Medicare Prescription Drug Member Services

For questions, please call the **new** Member Services number at **1-833-279-0460** or, for TTY users, **711**, available 24/7, or visit **www.anthem.com/ca**.

The new www.anthem.com/ca

The www.anthem.com/ca secure member website has been reimagined to create a seamless experience for you while navigating your Part D benefits.

- The “**My plan**” link provides plan details like benefits, claims and Part D membership cards.
- The “**Care**” link connects you to tools to help you find where to use your benefits.
- The “**Support**” link connects you to any help you may need.

Please visit www.anthem.com/ca. It’s easy and convenient – simply follow the steps in the *EOC, Formulary* and *Directory* flyer.



Your plan documents available online

You are enrolled in the Blue Cross MedicareRx (PDP) with Senior Rx Plus plan. Visit www.anthem.com/ca and log in to view your plan documents described below. You can also view your plan documents at www.ucppoplans.com. See the enclosed *EOC, Formulary* and *Directory* flyer for details. It’s important to review all of these materials to learn about any changes and how they affect you.

→ *Evidence of Coverage (EOC)*

This booklet, available online, is a legal document that describes what is covered and what you pay for your Medicare Prescription Drug (Part D) coverage. It also explains your rights and responsibilities. Review the benefits chart located at the front of the *EOC* to see any changes to your share of the cost.

→ *Part D Formulary (List of Covered Drugs)*

This booklet, available online, has information about the drugs we cover in your plan. Check if your drugs will continue to be covered, are in the same tier, and if there are new restrictions or step therapy plans. We encourage you to talk to your doctor if any of the changes affect you.

→ *Your Extra Covered Drugs*

This booklet, available online, lists drugs that are covered in addition to what Medicare allows us to cover as part of your *Part D Formulary*. They include cough and cold medications, vitamins and minerals, and lifestyle drugs.

→ *Directory*

This booklet, available online, has information about how to find a new pharmacy or if you can keep using the same ones you use today.

→ *EOC, Formulary and Directory flyer*

This flyer gives you information about how to view the *EOC, Formulary* and *Directory* online and how to request a printed copy.



Ways to help save time and money

You may qualify for help paying for prescription drugs

There are agencies that can help pay for your prescription drugs, such as Medicare's Extra Help program (also called the Low Income Subsidy), State Pharmaceutical Assistance Program (SPAP) and AIDS Drug Assistance Program (ADAP). If you qualify, you can get help paying for your drug plan's monthly premium, yearly deductible, coinsurance/copays, coverage gap and late enrollment penalty.

To learn more about these programs and additional benefits, contact these agencies. Their contact information is listed in the last chapter of your *EOC*.



Your new pharmacy benefit manager

Beginning January 1, IngenioRx will become our new pharmacy benefit manager.

Almost all of the changes will be happening behind the scenes, but if you use mail-order, watch your mailbox for a letter with more detailed information on mail-order prescriptions, how to update payment information, how to enroll in the auto-refill program and more instructions to walk you through the move.

In the meantime, here are a few things you should know:

- Have active refills? Those prescriptions will automatically transfer to IngenioRx (with the exception of controlled substances).
- Use mail-order? You will now fill home delivery prescriptions through the IngenioRx Home Delivery Pharmacy.



Other important things you should know

We have a new number

Anthem Medicare Prescription Drug Member Services can now be reached at **1-833-279-0460**, TTY: **711**. We're still available 24/7 to answer your Medicare prescription drug coverage questions. You can also visit www.anthem.com/ca or www.ucppoplans.com.

You don't need to do anything to stay in your plan

We're sending a new Part D membership card. Look for it in the mail. Begin using it when you start using your 2020 benefits. If you choose not to stay enrolled in our plan, you or your spouse/domestic partner may not be able to re-enroll in your retiree benefits. Please check with UC Retirement Administration Service Center (RASC) for eligibility rules.

Learn more about your drug prices

Your drug prices may have risen, or you may have had alternate medications suggested to you. For information about drug prices, visit www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/Information-on-Prescription-Drugs/index.html. These dashboards highlight which manufacturers have been increasing their prices and also show other year-to-year drug price information. These are general or total prices, and increases probably don't match changes in what you will pay.

Free health insurance counseling is available

The State Health Insurance Assistance Program (SHIP) is an independent government program with trained counselors in every state. It's not connected with any insurance company or health plan. The counselors can answer your questions and help you understand your Medicare plan choices. Look in the last chapter of your EOC for your state's SHIP contact information.

Medicare & You 2020 is a helpful resource

For more information, we encourage you to read *Medicare & You 2020*. This booklet is mailed to people with Medicare every year in the fall. It has a summary of Medicare benefits, rights and protections. It also includes answers to the most frequently asked questions. If you don't have a copy of this booklet, go to **www.medicare.gov**. Or call **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users should call **1-877-486-2048**.



FOR QUESTIONS ABOUT ... PLEASE CONTACT:

Medicare prescription drug coverage	Anthem Medicare Prescription Drug Member Services 1-833-279-0460 , TTY: 711 Available 24/7 Or visit www.anthem.com/ca or www.ucppoplans.com
Enrollment	UC Retirement Administration Service Center (RASC) 1-800-888-8267 (in U.S.) Monday through Friday, 8:30 a.m. to 4:30 p.m. PT Fax: 1-800-792-5178 Or visit UCNet at https://ucnet.universityofcalifornia.edu/contacts/rasc.html
Medical coverage with UC Medicare PPO plan with Prescription Drugs or UC High Option Supplement to Medicare	Anthem Health Guide 1-844-437-0486 Monday through Friday, 5 a.m. to 8 p.m. PT Or visit www.ucppoplans.com

IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Anthem Blue Cross.

Our plan has free language interpreter services available to answer questions from non-English speaking members. Please call the Member Services numbers listed above to request interpreter services.

This document may be available in an alternate format. Please call the Member Services numbers listed above for additional information.

Anthem Blue Cross Life and Health Insurance Company is a PDP plan with a Medicare contract. Enrollment in Anthem Blue Cross Life and Health Insurance Company depends on contract renewal. Anthem Blue Cross Life and Health Insurance Company is an independent licensee of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

It's easier than ever to view all your plan documents online



We've improved online access to your plan materials with new, easy-to-use menu options to make viewing a breeze. Visit www.anthem.com/ca and log in to access your:

- **Evidence of Coverage**

This is a legal document that describes in complete detail what is covered by your plan and what you pay for those services. It also explains your rights and responsibilities.

- **Part D Formulary (List of Covered Drugs)**

This has information about the drugs we cover in your plan.

- **Extra Covered Drugs**

This lists drugs that are covered in addition to what Medicare allows us to cover as part of your *Part D Formulary*.

- **Pharmacy Directory**

Select **Find a Doctor** under the *Care* tab on the main menu to search for a pharmacy near you. We'll even show you where they are located on a map!

Your pharmacy information for plan year 2020 will be available beginning December 20, 2019. Plan year 2019 information will continue to be available through December 31, 2019.



You can also view your plan documents at www.ucppoplans.com.

1. Choose **UC Medicare PPO** from the upper right menu.
2. Under *Resources* in the left navigation menu, select **Plan Documents**.



We're here to help

For questions or to request printed plan documents, please call the Anthem Medicare Prescription Drug Member Services team at **1-833-279-0460** or, for TTY users, **711**, available 24/7, or visit www.anthem.com/ca.

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