

# Pharmacy Benefits through CarelonRx

## Frequently Asked Questions

### Where can I see my pharmacy benefits through Carelon?

Once you receive your new member ID card, register on [anthem.com](https://www.anthem.com) to see and manage your prescriptions all in one convenient place. Through the Anthem site, you'll be able to:

- Have prescription medications you take regularly delivered to your door with home delivery from CarelonRx Pharmacy.
- Find a pharmacy, price a medication, and refill or renew a prescription, plus track orders and shipping status in real time using online tools.
- Check your drug list (formulary) for a wide range of cost-effective medicines covered by your plan.
- Compare costs of medications between home delivery and retail pharmacies. You can also price generic medications using our Price a Medication tool

### **Helpful tips to save more on your prescription medications**

1. Take medications on your plan's drug list.
2. Find out if there are generic or over-the-counter options.
3. Check your cost with our Price a Medication tool at [anthem.com](https://www.anthem.com)
4. Use pharmacies in your plan's network.
5. Order 90-day supplies of medications you take regularly.

### What is the difference between Anthem.com, Sydney App, and MyHealthBenefits?

To manage your prescriptions, price a medication, check drug list formularies, and find a pharmacy, use [anthem.com](https://www.anthem.com) OR Sydney app for mobile use.

***Access the Sydney app on your mobile device exclusively for prescription-related services and rely on MyHealthBenefits for all plan details.***

MyHealthBenefits will be your main access point for: plan summaries, digital ID card, EOBs, medical and Rx claims status, and accumulators.

### How do I find a pharmacy?

Your plan includes local pharmacies at major retail chains, such as CVS, Walmart, Target, and Kroger. You'll save the most money when you use one of these pharmacies. To find a pharmacy near you:

1. Log in at [anthem.com](https://www.anthem.com)
2. Choose Find a Pharmacy
3. Enter your ZIP code

### For Additional Support, Call:

Pharmacy Member Services: 1-833-231-2460

Help for Pharmacists: 1-833-296-5039

BRMS Customer Support: 1-888-780-6687

Visit [www.anthem.com](https://www.anthem.com) to manage prescriptions, find a pharmacy, or find a provider

Visit [www.myhealthbenefits.com](https://www.myhealthbenefits.com) for all other inquiries (claims status, EOBs, digital ID cards, plan summaries, accumulators, etc)