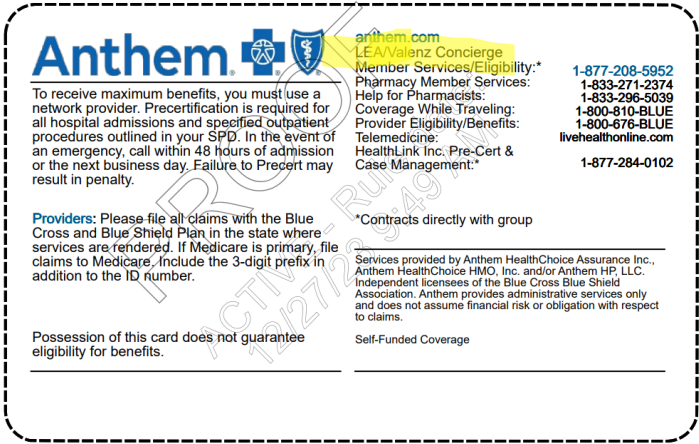


LEGACY Health Services

SKILLED NURSING & REHABILITATION

FAQ: Billing Question/Pharmacy FAQ

January 2024

<p>Topic: Billing</p>	<p>Question: What happens if I receive a bill from a provider, or recently had lab work completed and received a bill?</p> <ul style="list-style-type: none"> - Good Question. If you receive a bill from a provider or lab, you should review the back on your Anthem insurance card and look for the “LEA/Valenz Concierge Member Services/Eligibility” phone number. See example below for review.
<p>Topic: Leading Edge/Valenz number</p>	 <p>The image shows a sample of an Anthem LEA/Valenz Concierge Member Services/Eligibility card. The card includes the Anthem logo, contact information for various services, and a disclaimer. The contact information is as follows:</p> <ul style="list-style-type: none"> LEA/Valenz Concierge Member Services/Eligibility: 1-877-208-5952 1-833-271-2374 1-833-296-5039 1-800-810-BLUE 1-800-676-BLUE livehealthonline.com 1-877-284-0102 <p>Additional text on the card includes: "To receive maximum benefits, you must use a network provider. Precertification is required for all hospital admissions and specified outpatient procedures outlined in your SPD. In the event of an emergency, call within 48 hours of admission or the next business day. Failure to Precert may result in penalty." and "Providers: Please file all claims with the Blue Cross and Blue Shield Plan in the state where services are rendered. If Medicare is primary, file claims to Medicare, include the 3-digit prefix in addition to the ID number." It also states "Possession of this card does not guarantee eligibility for benefits." and "Self-Funded Coverage".</p>
<p>Topic: Leading Edge/Valenz Concierge</p>	<p>Question: Who is Leading Edge/Valenz?</p> <ul style="list-style-type: none"> - Leading Edge/Valenz is a concierge service to help enhance your membership experience and can assist with answering your questions such as billing, in network hospitals, choosing high-quality doctor.
<p>Topic: Leading Edge/Valenz Concierge</p>	<p>Question: Can I find more about Leading Edge/Valenz?</p> <ul style="list-style-type: none"> - We have a flyer with contact information provided. Please see your Human Resources Director for more information.
<p>Topic</p>	<p>Pharmacy</p>
<p>Topic: Pharmacy Choices</p>	<p>Questions: What pharmacies can I pick up prescriptions at or what pharmacies are in-network?</p> <ul style="list-style-type: none"> - You will be able to pick up your prescriptions at most pharmacies. A few examples of in network pharmacies are: CVS, Walgreens, Rite Aid, Walmart, Sam’s Club, Costco, Giant Eagle, Kroger, and Meijer. Once you

	are a member, you'll be able to search for pharmacies on the <i>Sydney Mobile app</i> or on <i>Anthem.com</i> under the Find a Pharmacy section.
Topic: Pharmacy	<p>Question: How will I know where to look up prescription costs?</p> <ul style="list-style-type: none"> - You can look up the cost of your prescription on either the <i>Sydney Mobile App</i> or <i>Anthem.com</i> under the Pharmacy section. You can also search via the Formulary document to see which tier your prescription will fall under.
Topic: Pharmacy	<p>Question: Will I need new prescriptions? If so, what if I can't get into my doctor before my supply runs out?</p> <ul style="list-style-type: none"> - You will only need a new prescription if you choose to enroll in the Mail Order drug program. Your current prescription will continue with your pharmacy, you will just need to provide them with your new ID card when you pick up the prescription for the first time in 2024. - If you do happen to need a new prescription, we recommend calling your provider to see if they will provide you with a new prescription without needing a visit. Tell them that your insurance carrier changed and if requiring a new prescription. Your doctor may be agreeable to writing the new prescription without a visit first
Topic: Pharmacy	<p>Question: When will I get notification about a new pharmacy provider?</p> <p>-The name of the new pharmacy benefit manager is CarelonRx</p>
Topic: Pharmacy	<p>Question: Will we be receiving the new insurance pharmacy formulary, or should we call?</p> <ul style="list-style-type: none"> - This is available on the Intranet, but you can also search the formulary once you are active in the system on either <i>anthem.com</i> or the <i>Sydney Mobile app</i>
Topic: Pharmacy	<p>Question: What if I take a specialty medication?</p> <ul style="list-style-type: none"> - If you're taking a medication that falls under Tier 4 (Specialty Rx), your medication will not be covered under the plan. You will need to reach out to Payer Matrix directly for assistance. They can be reached Monday – Friday from 9am – 8pm EST at 1-877-305-6202