

Now That I've Enrolled in Blue Cross MedicareRxSM What Can I Expect?

When do I receive confirmation of my enrollment in Blue Cross MedicareRx?

We will send you an acknowledgement letter within 7 business days of receipt of your Part D application. Once Medicare notifies us that your enrollment is approved, a confirmation letter will be sent to you within 7 business days.

When do I receive my Blue Cross MedicareRx membership card?

If we receive your enrollment form during the first half of the month, you should receive your membership card by the time your coverage begins. If you are a new enrollee or participating in a Special Election Period, your effective date will usually be the first of a month. Effective dates depend on the applicable enrollment period.

What happens if I don't have a Blue Cross MedicareRx membership card yet and I need to fill a prescription?

Simply take the following items to the pharmacy:

- **your Medicare Card**
- **a photo ID**
- **your welcome letter**

Your pharmacist can check to see if you are active in the system. If you are not active in the system, you will be reimbursed for your charges when your enrollment is processed.

If you have any questions or concerns, please call Customer Service at 1-800-928-6201. Our business hours are 7 days a week, 8 a.m. to 8 p.m.

TTY/TDD users should call (877) 247-1657.

How do I find a Network Pharmacy in my area?

You can find a listing on our Web site at medicarerx.anthem.com or call Customer Service at 1-800-928-6201. Our business hours are 7 days a week, 8 a.m. to 8 p.m. TTY/TDD users should call (877) 247-1657.

Choose a payment method

If I choose to have my premium deducted from my Social Security benefit, when will the premium deduction begin?

Premium deductions generally start two to three months after we submit the request to Medicare. This means that in most cases, the first time that premiums are withheld from your Social Security benefit, **two to three** monthly premium payments will be withheld at the same time. Social Security will deduct only the cost of one monthly premium payment from your monthly Social Security benefit thereafter.

If I want a monthly premium statement, when will that begin?

Premium statements are sent out during the first week of the month for the following month's premium. Premiums are due upon receipt of the statement, and will be applied to the following month's dues.

If my premium deduction is coming out of my bank account when does that occur?

Premium payments are scheduled to be deducted/credited on the 5th of the month for which they are due. Your bank statement should reflect the actual date of the withdrawal, which will differ depending on the bank. If the 5th of the month falls on a weekend, the deduction will be reflected in your account records on or about the following Monday.

Blue Cross MedicareRx Member Service Numbers:

Customer Service:

800-928-6201

Our business hours are 7 days a week, 8 a.m. to 8 p.m.

TTY/TDD users should call 1-877-247-1657.

Note: You may also use the National Relay Service 711 number. It's free – you can dial 7-1-1 to connect to relay service anywhere in the United States. When a TTY caller or a non-TTY user calls the relay number, the operator will dial the number s/he wishes to contact and relay the messages between two parties using voice and TTY.

Mail Service Pharmacy:

866-565-8361

TTY/TDD users should call 1 800-905-9821.

Phone lines are open Monday through Friday 7 a.m. to 9 p.m., and Saturday 8 a.m. to 7 p.m. Central Time (closed on Sunday).



Blue Cross MedicareRx is a Prescription Drug Plan with a Medicare Contract.

Anthem Insurance Companies Inc. (AICI) has contracted with the Centers for Medicare and Medicaid Services (CMS) to offer the Medicare Prescription Drug Plans (PDPs) noted above or herein. AICI is the state-licensed, risk-bearing entity offering these plans. AICI has retained the services of its related companies and authorized agents/brokers/producers to provide administrative services and/or to make the PDPs available in this region.

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