

# BENEFIT FREQUENTLY ASKED QUESTIONS

## GENERAL

### 1. Will I receive two ID Cards?

No, you will receive one ID card for medical + pharmacy. You will need to provide your doctors and retail pharmacies a copy of the new card to assure claims are sent to Personify Health and TrueRx.

### 2. Will I have my ID Card by January 1st?

Hard copy ID Cards will be mailed, but may not be delivered prior to January 1st. You will be able to access a virtual copy of your card through the Personify website or app.

### 3. Can I just keep the plan that I have currently?

Yes, your current plan design will continue to be available in 2025 under the new URA program through Personify Health and the Anthem Blue Cross Blue Shield network. You also have additional options, so be sure to review all the plan options to select the plan that best fits the needs of you and your family.

Your current plan design election will not rollover - you must log into Workday during the Open Enrollment period to make your election for 2025.

### 4. How do I find out if my doctor is in the network?

The Anthem Blue Cross Blue Shield is an extensive, national network. You can search for providers on Anthem's website at [www.anthem.com/find-care](http://www.anthem.com/find-care)

1. Under Use Member ID for Basic Search – enter UOR
2. Enter your city, state, county or ZIP code – or search by doctor or procedure
3. View search results

## 5. I have a surgery or treatment that's already in process or scheduled for January – how do I make sure that this is approved with the new plan?

Personify Health will honor existing approvals for pre-certifications completed through your previous medical plan provider for services on/after January 1, 2025. **After January 1, 2025**, you can contact Personify Health directly at 1-855-511-1530. **For questions prior to January 1st**, please contact your HR team.

## 6. Is there a website or app that I can use?

There are two separate sites/apps for Personify Health and TrueRx that members can register for and begin using as of January 1st. Additional instructions on downloading the app and registering can be found on the virtual Open Enrollment site.

Personify Health: [login.personifyhealth.com](https://login.personifyhealth.com)

TrueRx: [truerx.myrxplan.com](https://truerx.myrxplan.com)

# PRESCRIPTIONS

## 7. How do I find out if my medications are covered under the new plan?

The prescription drug formulary will be posted on the Virtual OE site & includes a list of covered drugs, as well as the tier that the medication falls under. This list is extensive, but not all-inclusive. If your drug does not appear on the list, it doesn't necessarily mean it's not covered – contact the TrueRx Patient Care Team at (866) 921-4047 to confirm.

## 8. How do I find out how much my medication will cost?

Prior to January 1st, you can contact the TrueRx Patient Care Team at (866) 921-4047. If you're considering enrolling in one of the PPO plans, the Formulary list will indicate which tier the medication will fall under.

As of January 1st, you can find the cost of your medication by using the member portal at [truerx.com/myrxplan.com](https://truerx.com/myrxplan.com) or by downloading the "MyRxPlan" app to compare prices at different pharmacies in your area.

## 9. How can I ensure I am getting the lowest price for my prescriptions?

TrueRx has several different programs to assure that you receive the medication you need, at the best cost:

- A team of pharmacists ensures the medication is right for the patient by working hand-in-hand with the patient and doctor to optimize health
- Integrated Cash Discount Program automatically compares available discounts to instantly provide you the best price available
- Access to expanded Mail Order options for a 90-day supply of your medication delivered to your home:
  - WB Rx Express
  - Mark Cuban Cost Plus Drug Company

## 10. What should I do if I need a Prior Authorization?

A prior authorization (PA) is a process requiring your health care provider's office to send information supporting the use of a prescribed medication. Medications requiring a PA may include those that could cause harmful side effects when combined with other drugs, should be only used for specific health conditions, or when affordable drugs might work just as well or better. Contact the TrueRx Patient Care Team for support at (866) 921-4047.

## 11. I take a specialty medication. What should I do?

You will have a dedicated specialty case manager to ensure a smooth transition to your new insurance plan. For any questions about your treatment or the specialty care process, please contact the TrueRx Patient Care Team at (866) 921-4047.

## 12. Can I receive my medications through the mail?

TrueRx partners with WB Rx Express to deliver your prescriptions right to your door. WB Rx Express offers options to simplify your medication management including:

- DosePak – Pharmacists sort your medications by day/time, making it easier for you to take them exactly as prescribed
- Synchronized refills – Sync your medication refills to get them all at once
- Prescription autofill – Refills are automatically shipped before you run out

TrueRx has teamed with Mark Cuban Cost Plus Drug Company to provide you with another easy option to get low-cost medications. The cost of your medication will apply toward your insurance deductibles (if you're on a HDHP plan) and out-of-pocket maximums – it will be subject to a copay on the PPO plans.

## 13. How do I set up my prescriptions for a 90-day supply through mail order?

To setup mail order through WB Rx Express as of January 1st, follow three easy steps:

1. Log into the WB Rx Express website at [wbrxexpress.com](http://wbrxexpress.com) and click "Become a New Patient"
2. Complete the online form and click the red "Submit" button
3. WB Rx Express will contact you within two business days to verify your account and medication information

To purchase medications through Mark Cuban Cost Plus Drugs:

1. Visit [costplusdrugs.com](http://costplusdrugs.com) or access through the True Rx member portal at [truerx.myrxplan.com](http://truerx.myrxplan.com)
2. Create your account
3. Ask your doctor to send prescriptions to Cost Plus Drugs
4. Look for your confirmation email and complete your medication order

# SEARCH THE ANTHEM NETWORK

## STEP 1

Visit [www.anthem.com/find-care](http://www.anthem.com/find-care)



## STEP 2

Under Use Member ID for Basic Search – enter: **UOR**

**Log in for Personalized Search**  
Find doctors, hospitals, and more in your plan's network. Get detailed estimates for procedures or services (not available with some plans). If you don't have an account, [register now](#).  
[Log In to Find Care](#)

**Use Member ID for Basic Search**  
Find doctors, hospitals and more near you.  
Search your medical plan without logging in.  
 [Continue](#)

## STEP 3

Enter your city, county or ZIP code. You also can search by doctor, or procedure, as well as using other care-related items.

Finding Care in ID Number Prefix UOR [Change Plan](#)

44114 [Update Location](#) Search by doctor (name or specialty), hospital, procedure, and more

Find a testing center near you with our COVID-19 Test Site Finder

Search by Care Provider

- Primary Care
- Behavioral Health
- Lab (Blood Work)
- Imaging (MRI or X-ray)
- Hospital

## STEP 4

View your search results. You can filter you results by > selecting the relevant boxes on the left or browsing by list or map views.

Sort by: Distance

Filter: [Clear All](#)

Serve as PCP  Accepts New Patients

Distance: 20 Miles

Gender:  Male

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