

As was relayed previously, Anthem changed their mail-order vendor on January 1, 2024 from Ingenio to Carelon. After that change, many members have experienced issues with their mail-order refills, from long wait times to incorrect information being displayed in their online portal. Brown & Brown has been handling individual member issues that have been brought to their attention and will, of course continue to do so, but in the interest of being proactive, they wanted to send out a few documents from Anthem that could help members alleviate some issues they may be having. Here is what is attached:

- The first is a flyer from Carelon with some suggestions on things members can do, including best times to call, things their doctor can do and using Anthem's digital tools
- The next piece is from Anthem on things members can do in their online portal or through their Sydney app, such as changing preferences and getting payment methods set-up
- The last is Anthem's latest flyer on use of the mail order program in general

Anthem has acknowledged that this changeover has been more difficult than they anticipated, and they are doing everything they can to get back to status quo. They have hired hundreds of employees to address the issue, including 50 new pharmacists, as they found many of the longer delays were the result of people needing to speak to a pharmacist to discuss their medications. With this infusion of additional employees, they said they have seen an improvement in wait times and member experience already.