

Pharmacy Benefit Transition FAQ Guide

Beginning January 1, 2026, our pharmacy benefit manager will transition from Express Scripts to Anthem. This shift is designed to provide a more integrated, streamlined experience for our employees and supports our broader health plan strategy. This document provides helpful information to support the transition and answers frequently asked questions (FAQ). If you need additional information, **contact Anthem Member Services at 855-350-1267.**

General Questions

Why is Montefiore switching pharmacy benefit managers?

Answer: Montefiore is transitioning to Anthem to enhance member experience, improve clinical support and align pharmacy and medical benefits under one integrated platform.

When does the change take effect?

Answer: The transition takes effect on **January 1, 2026.** A welcome letter from Anthem was mailed on October 23, 2025 to all current plan members at their home address. Further communications will be sent as needed via email, mail and the [HealthyME Benefits Center](#).

Will I receive a new pharmacy ID card?

Answer: Yes. All members enrolled in a Montefiore medical plan will receive a new **combined medical and pharmacy card** in mid-to-late December, even if they did not change medical plans during Open Enrollment. This new card will include your prescription drug information and should be used starting January 1, 2026. Please ask your providers to update any cards they may keep on file.

Can I still use Montefiore onsite pharmacies?

Answer: Yes. There are no changes to how you use Montefiore onsite pharmacies. If you are an Einstein employee who currently uses the Montefiore Specialty Pharmacy to fill prescriptions, you should continue to do so.

What's new with this transition?

Answer: Everything is simple and in one place now. You can manage your pharmacy benefits via the tools you've previously used to access your medical plan benefits through Anthem:

- One **combined medical and pharmacy ID card**
- One sign-on through [anthem.com](#) or the **Sydney Health app**. Look for the logo at right when searching the App Store or Google Play.
- Access to pharmacy tools like:
 - Drug cost comparison
 - Home delivery setup
 - Claims review
 - Copay and deductible tracking



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Do I need to take any action to help with the transition?

Answer: You may need to:

- Review the new drug list starting January 1, 2026
- Confirm your pharmacy is in-network
- If you wish to participate in mail order or home delivery, register with CarelonRx, Anthem's mail order service, via anthem.com or the Sydney Health app. You can register on or after January 1, 2026.

Prescription Coverage

Do I need a new prescription from my doctor?

Answer: Most prescriptions will transfer automatically. However, **controlled substances, expired prescriptions or those with no refills will require a new prescription.** Anthem will contact you if you need to obtain a new prescription or take any other action.

Will my current prescriptions still be covered?

Answer: Many medications will remain covered, but some may be excluded or re-tiered. Similar to our previous prescription drug benefit, Anthem has its own formulary and assigns medications to tiers, which determines how medications are covered and out-of-pocket costs.

Is there a new formulary tier structure?

Answer: Yes. The plan will use the [National Direct Preferred 4-Tier Drug List](#), which includes:

- Tier 1: Preferred Generics
- Tier 2: Preferred Brands
- Tier 3: Non-Preferred Drugs
- Tier 4: Specialty Drugs

How will I know if my medication falls under a different tier?

Answer: Members whose current medication will move to a higher tier on January 1, 2026 should have received a letter from Anthem in early December outlining the change and suggesting alternative drug options.

What happens if my medication is not on the formulary?

Answer: Members currently taking medications that are not included on Anthem's formulary will receive a letter in mid-January. This letter will explain what steps may be needed and provide alternative drug options. These members will have a **grace period through March 31, 2026**, during which their prescription will be covered as it is today, giving them time to consult with their provider on the options available.

What if my medication is no longer covered or costs more?

Answer: You can:

- Ask your provider about alternatives
- Request a formulary exception
- File an appeal through Anthem

Will existing prior authorizations transfer?

Answer: Yes. Any **active prior authorizations** will be transferred automatically and no action is required. If you are taking a medication that will now require a prior authorization, or your prior authorization is expiring, you will receive a letter in mid-January to notify you and provide instructions.

What happens if my medication now requires a prior authorization under Anthem?

Answer: Members whose medications did not previously require a prior authorization, but will require one under the new formulary will receive a letter in mid-January explaining what actions, if any, they need to take. Members who may now require a prior authorization will also have a **grace period through March 31, 2026**, during which they can continue taking their current medication without paying the additional cost share that would be required when a prior authorization is needed and not yet approved.

What happens if I am currently receiving automatic refills for medications?

Answer: Your existing remaining automatic refills will be transferred to Anthem as of January 1, 2026. There is no action needed on your end for this transfer. Express Scripts may indicate automatic refills are no longer available, however this is only because they will be administered through Anthem beginning as of January 1, 2026. Please note that controlled substances, expired prescriptions or those with no refills will require a new prescription.

What happens if I am currently using the Express Scripts specialty pharmacy?

Answer: BioPlus Pharmacy is Anthem's specialty pharmacy. Existing prescriptions for specialty medications at the Express Scripts specialty pharmacy will be automatically transferred to Anthem. Members will be contacted directly to go over their care plan, set up their payment method and address any questions.

Pharmacy Access

Can I still use my current pharmacy?

Answer: Most major pharmacy chains and Montefiore onsite pharmacies are included. [Review Anthem's pharmacy directory](#) to confirm.

Will mail-order pharmacy services still be available?

Answer: Yes. **CarelonRx Pharmacy**, Anthem's mail order pharmacy service, will handle mail-order prescriptions. Existing active mail order prescriptions will be transferred automatically if you have remaining refills. On or after January 1, 2026, register with CarelonRx, Anthem's mail order service, via anthem.com or the Sydney Health app.

Will I still be able to fill specialty medications?

Answer: Yes. Members must fill specialty medications at either a Montefiore onsite pharmacy or Anthem's BioPlus Specialty Pharmacy. Starting on or after January 1, 2026, you can log in to anthem.com or use your Sydney Health app. Click on the Prescriptions tab and choose BioPlus Specialty Pharmacy Information Under SPECIALTY. Exclusive specialty exemptions include HIV, oral transplant medications and limited distribution medications.

What happens if I have an existing prescription for a specialty medication?

Answer: If you have an existing specialty prescription through a Montefiore Specialty Pharmacy, you do not need to do anything. If your specialty prescription is not through a Montefiore Specialty Pharmacy, the

BioPlus Specialty Pharmacy Care Team will contact you directly in mid-to-late January to go over your care plan, update your payment information and answer your questions.

Where can I locate the BioPlus Specialty Pharmacy?

Answer: Starting on or after January 1, 2026, you can log in at [anthem.com](https://www.anthem.com) or use your Sydney Health app. Click on the Prescriptions tab and choose BioPlus Specialty Pharmacy Information under SPECIALTY.

How do I transfer prescriptions to a new pharmacy if needed?

Answer: Contact the new pharmacy and provide your prescription details. They will tell you if you need to take any action, such as asking your physician to send a new prescription.

Copays

Have the copay amounts changed?

Answer: There are no changes to the copay amounts. Please refer to your benefits guide for the applicable copays for each tier.

Will my copays or out-of-pocket costs change?

Answer: Possibly. While the copay amounts have not changed, changes in formulary tiers or negotiated drug pricing may affect your out-of-pocket costs.

Tools & Support

Is there a new member portal or mobile app?

Answer: You can manage your benefits through [anthem.com](https://www.anthem.com) or the Sydney Health app, available on iOS and Android. If you were previously registered, you will continue to use the same log in information.

How do I access my account with Anthem?

Answer: Visit [anthem.com](https://www.anthem.com) or download the Sydney Health app. You'll need your member ID to register, which can be found on your ID card.

Who do I contact for help with prescription issues?

Answer: Call the Pharmacy Member Services phone number (855-350-1267) on the back of your new ID card beginning January 1, 2026.