



Anthem Blue Cross EPO members

- **Anthem In-Network Provider Search**
 - To find an in-network provider, please visit www.anthem.com/ca/find-care/
 - Search as a Guest (very important)
 - Plan Type: Medical
 - Network: Blue Cross PPO (Prudent Buyer) - Large Group

- **Provider Verifying Eligibility & View Schedule of Benefits**
 - To verify member eligibility or view schedule of benefits, log onto www.myhealthbenefits.com
 - Select Visit Provider Gateway Button
 - Enter Member ID from your new ID card and Date of Birth

- **Optum Rx**
 - Medication Home Delivery – Enroll online at www.optumrx.com or call (844) 568-2145 to setup your home delivery.
 - Retail Pharmacy – Includes national chains and most independent pharmacies.
 - Specialty Pharmacy - Website: www.specialty.optumrx.com or contact Optum Specialty at (800) 850-9122.

CharterLIFE FAQ

1. I didn't receive my ID CARD for my Medical. When will I receive one? How do I get services?

Log in to www.myhealthbenefits.com and click on the "ID Card" button to access your ID card information. If you are still unable to access your electronic ID card, please contact BRMS customer support at (844) 747-9718 or email CharterLIFE@brmsonline.com to request for a new ID card to be send out. Medical ID cards typically take approximately 7-10 business days to receive.

2. I didn't receive my ID CARD for prescription (Rx). How do I refill my Rx?

You will not receive a separate ID card for Rx. The Rx information is included on your medical ID card. You can refill your Rx by contacting your doctor to make sure the Rx is on file and then submit it to the pharmacy. You may need to obtain a new approval from your doctor for your prescription.

3. How do I refill a prescription (Rx)?

The same way you did before. You can also call the pharmacy directly. You may need to obtain a new approval from your doctor for your prescription. Always check with your doctor to make sure your current Rx is on file.

4. I went to the Dr. and was denied services because they said my coverage is not active. What do I do?

Make sure you are using your NEW medical ID card. Your provider (doctor) needs to verify member eligibility. The provider can reach out to BRMS customer support at (844) 747-9718 or they can go to www.myhealthbenefits.com and select "Visit Provider Gateway" button. Enter the Member ID and Date of Birth to view eligibility.

5. The Dr. office said they couldn't find me in "the system". What should I tell them?

Make sure you are using your NEW medical ID card. Your provider (doctor) needs to verify member eligibility, your provider can reach out to BRMS customer support at (844) 747-9718 or they can go to www.myhealthbenefits.com and select "Visit Provider Gateway" button. Enter the Member ID and Date of Birth to view eligibility.

6. I went online to check my benefits, and could not find my information? Where do I look?

Log in to www.myhealthbenefits.com to view your benefits. If you are not able to see any information, please contact BRMS customer support at (844) 747-9718 or email CharterLIFE@brmsonline.com and a specialist from our team will assist.

7. I went to the Pharmacy to refill a prescription, and they said I need authorization from my Dr. Why?

Although your prescription benefits did not change this year, CharterLIFE did partner with a new vendor who offers deeper discounts and more buying power for prescriptions. As a result, prescription authorizations may need to be reauthorized by your doctor PRIOR to filling a prescription, even if you have been taking it for years. Please contact your doctor and request a new prescription authorization to be sent to the pharmacy.

8. Why was my prescription denied when I went to get it refilled?

Ask the pharmacy why it was denied. You may need a new authorization on file from your doctor. You will need to request this directly from your doctor. If this is not the reason or you need assistance, please contact BRMS customer support at (844) 747-9718 or email CharterLIFE@brmsonline.com and a specialist will assist you.

9. I went to search for my Dr. online, and they didn't show up in the network?

Your doctor may no longer be contracted with the facility. It is best to contact BRMS customer support at (844) 747-9718 or email CharterLIFE@brmsonline.com and a specialist will assist you.

10. How long should I wait to hear back on verification of coverage, or if my prescriptions will still be covered?

If you submitted your request to BRMS, you should receive a response within 24 hours. The verification process varies depending on the circumstances.

11. I'm currently undergoing treatment and need to make sure there is no interruption. What do I do?

Please contact BRMS customer support at (844) 747-9718 or email CharterLIFE@brmsonline.com and specialist from our team will assist you with the process to transition your care.

12. I'm new to benefits this year and have not received an ID card for my Vision plan. Will I get one?

VSP does not issue ID cards. You can go to www.vsp.com to search for a VSP provider. When seeing a provider, please provide your Full Name, SSN and DOB and let them know you are under VSP.

13. I recently changed to a PPO dental plan. Will I receive an ID card?

Yes, you should receive a new ID card if you are enrolling for the first time or changed to a PPO plan. If you have not, please reach out to Delta Dental at 1-800-521-2651. If you go to [//www1.deltadentalins.com/members.html](http://www1.deltadentalins.com/members.html) you can print an ID card for your use. You can also provide your social security number to your dental provider, and they can verify your benefits.