

Learn more about the Cost Relief program

Answers to frequently asked questions



What is Cost Relief?

The Cost Relief program offers select specialty medicines at no cost — after you meet your deductible — when you fill the prescription with the exclusive specialty pharmacy in your network.¹

What is a deductible?

A deductible is a set amount you pay out of pocket each year before the plan starts to help pay for covered medicines.

How do I get to a \$0 payment?

Once you complete enrollment in Cost Relief, you will pay your share of the cost for specialty medicines until you reach your deductible.² When you reach your deductible, you will pay \$0 for eligible specialty medicines.

How does Cost Relief work?



Is there additional information about payment that I should know?

Any amount paid by manufacturer copay assistance will not count toward your deductible and out-of-pocket maximums. This may be a change to how your prescriptions were handled previously.

Do I have to use the Cost Relief program?

If you do not wish to participate in this program, you can opt out, but in doing so, you will be responsible for a portion of the cost of the specialty medicine. If you choose not to complete your enrollment in Cost Relief, you may have to pay up to 45% of the cost of your medicines if it is included in the Cost Relief program, even if you have already met your deductible or out-of-pocket limit with other claims.

Who should I contact if I have more questions?

Our specially trained Cost Relief representatives can answer your questions. Please call **877-638-4008** Monday through Friday from 8 a.m. to 8 p.m. ET. If you speak a language other than English, language assistance is available at no extra cost (TTY: 711).



¹Your plan may offer the Cost Relief program through additional specialty pharmacies. Call Pharmacy Member Services at the phone number on your member ID card for more information.

²Copay and your share of the costs (coinsurance) are the amounts you pay out of pocket for a prescription medicine under your plan. They may be a fixed amount, a percentage of the prescription price, or other charge.

³Eligibility for third-party copay assistance programs depends on the terms and conditions required by that program and can change. Copay assistance programs may not be used with any government payor plan.

⁴Please note that even if a manufacturer does not offer copay assistance for your medicine(s) eligible for Cost Relief, your cost will be \$0 out of pocket if you are enrolled in Cost Relief and have met your deductible for the year. Manufacturers assistance dollars do not apply towards accumulators regardless of enrollment status.

Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

CarelonRx, Inc. is an independent company providing pharmacy benefit management services on behalf of your health plan.

1055865CAME/NABC 07/23