

HEALTH BENEFITS E-NEWS

*Department of Human Resource
Management
Office of Health Benefits*

July 12, 2019

Anthem Pharmacy/IngenioRx Claim Problems for COVA HealthAware Participants

As the result of a systems problem at IngenioRx, COVA HealthAware participants who have filled a prescription on or after July 1 have not had access to available Health Reimbursement Arrangement (HRA) funds that should have covered their out-of-pocket prescription drug costs when they picked up their prescription at the pharmacy. Some have paid out of pocket for their prescription and some chose not to fill at this time. This problem will be resolved on July 19, at which time claims will automatically run through their HRA, and the applicable deductible or coinsurance will be withdrawn and applied to participants' deductible and out-of-pocket accumulator as appropriate.

In the interim, Anthem/IngenioRx is implementing a temporary exception process that will indicate \$0.00 out-of-pocket costs for covered pharmacy claims until the July 19 permanent correction is in place. We anticipate that the out-of-pocket exception will be in place by Monday, July 15, but we will provide an update if there is any delay. If this exception results in \$0.00 cost when the HRA has already been exhausted based on other claims, the participant will be billed for any amount that cannot be funded by the HRA. **This exception only applies to COVA HealthAware Plan participants.**

After the July 19 correction, claims for those who have paid out of pocket for deductible or coinsurance that should have been covered by their HRA will automatically be processed against available HRA funds, and a reimbursement check will be generated. This should take 10 -15 business days to complete.

NOTE: If it has been seven days or less since the claim for which they paid out of pocket was processed, they may want to contact their pharmacy. They may be able to have the claim run through again and get a refund at the pharmacy.

We regret any inconvenience or financial burden that this has caused any of your employees and hope that they will find this resolution to be satisfactory.

Health FSA Payflex Debit Card

If any of your employees indicate that they have tried to use their debit card but were declined, ask them if they have activated the card. These cards must be activated before initial use. The number to call for activation is provided on the card. The [July 3 edition](#) of BA E-News has more information on the activation process.

You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov