

HEALTH BENEFITS E-NEWS

*Department of Human Resource
Management
Office of Health Benefits*

December 13, 2019

Prescription Drug EOB Available

COVA Care, COVA HDHP and COVA HealthAware members may now review an Explanation of Benefits (EOB) for their IngenioRx outpatient prescription drug coverage online by logging into anthem.com or contacting IngenioRx or Anthem customer service. Members will be mailed the attached postcard with instructions starting today, December 13.

Several things to note:

- Use the “print screen” function to print a paper copy of the EOB.
- The Web browser used could have an impact on viewing the information. If a member cannot access the information based on the instructions on the postcard, they may need to use another Web browser.
- Currently, claims with \$0 plan cost are not available, but this will be corrected retroactively by mid-January 2020.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov