



## CLIENT RESPONSE TEAM

### **SPECIALTY PHARMACY CLIENT ISSUES ONLY**

Anthem Blue Cross and Blue Shield (Anthem) is proud to announce a new **Specialty Client Response Team (CRT) administered by our pharmacy benefits manager, Express Scripts.** This team is designed to provide escalated, quick response resolution of member-specific issues that may challenge our members. This team replaces current Client Advocacy procedures for escalating client issues specific to Specialty claims or fulfillment.

**NOTE: The new phone number and e-mail address below should be utilized to contact this team.**

#### **Who Should Call the CRT Number?**

Anthem health plans and client groups can use this number to ask Specialty member-specific questions or obtain resolution to member-specific issues.

This service is immediately available for issues specific to Specialty members whose claims are processed on all pharmacy platforms.

#### **How to Use CRT**

For your convenience, here is an explanation of when and how to use the CRT service:

<b>Client Response Team (CRT)</b>	
<b>Contact Us</b>	<b>New Toll-Free Number:</b> 800-500-3698  <b>Email:</b> SpecialtyClientServices@express-scripts.com
<b>CRT Hours</b>	8:00 a.m. – 9:00 p.m., Eastern time
<b>Member Specific Specialty Pharmacy Inquiries</b>	The CRT team will: <ul style="list-style-type: none"><li>• Answer questions on specialty orders</li><li>• Address customer service issues</li></ul>

#### **Remember:**

1. Advise members to continue to call their regular Customer Service line for informational needs that they may have (as listed on their ID card).
2. HIPAA verification is a required process for CRT advocates. Please ensure you have the member information available when calling the center.

Blue Cross and Blue Shield of Georgia, Inc., is an independent licensee of the Blue Cross and Blue Shield Association. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

Express Scripts, Inc. is a separate company that provides pharmacy services and pharmacy benefit management services on behalf of health plan members. WellPoint NextRx, NextRx and PrecisionRx are registered trademarks of WellPoint, Inc. and are used under license by Express Scripts, Inc.