



EmblemHealth[®]

55 Water Street, New York, New York 10041-8190

Important Notice About Vendor Changes for Your Group

«Date»

<Fname> <Lname>
<Address 1>
<Address 2>
<City,><State> <ZIP Code + 4>

Dear <Fname> <Lname>:

We're writing about two vendor changes that will take place on **January 1, 2012**. Your group members' home delivery pharmacy service will change from Medco[®] to Express Scripts, Inc. (ESI). In addition, as we previously informed you, ValueOptions[®] will become the administrator for your group's mental health and substance abuse benefits through the Emblem Behavioral Health Services Program.

To help make sure that these transitions go smoothly, we're mailing the following enclosed items to your group members about 30 days in advance of the effective date:

- Letter to members with the full pharmacy benefit.
- Letter to members who receive home delivery of their diabetic prescription medicines.
- ESI mail order form for members to fill out and mail to make sure their home delivery continues uninterrupted.
- Flier to members with the MH/SA benefit containing important details about continuation of care and, for those whose care may be interrupted, instructions for choosing a new practitioner.

We're confident that these changes will enhance the quality of the home delivery prescription drug services and MH/SA care your group members receive.

Sincerely,

George Babitsch
Senior Vice President
Account Management and Underwriting

Enclosures