



<Important Plan Information>

<Date>

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

Dear <Fname><Lname>:

On January 1, 2012, your home delivery service for diabetic prescription medicines and related supplies will change from Medco® to Express Scripts, Inc. (ESI). This will ensure that your doctor can prescribe your medicines and supplies at the lowest cost to you. We have made this transition as seamless as possible for you.

Things you'll want to know

- Beginning January 1, 2012, Medco mail-order forms and Medco's Web site may not be used for mail-order requests. Only ESI home delivery forms may be used.
- If you have a new prescription from your doctor, simply fill out the enclosed ESI form and mail it with your prescription. (Copies of the form are not accepted, so please use an original form.)
- If you have prescription refills remaining with Medco, we will transfer them to ESI for you, although by law certain medications may not be transferable. (For more information, please see the other side of this letter.)
- Any approved prior authorizations for, or exceptions to, your medications that are still in effect on January 1, 2012 will be transferred to ESI with the original effective dates. (For more information, please call the Customer Service number on the back of your ID card.)
- To learn if recent updates to our formulary will affect you and the medicines you take, look at our "Drug Lookup" in the pharmacy section of www.emblemhealth.com.
- To obtain more forms, call ESI at **1-877-866-5798** or the Customer Service number on the back of your ID card.

Of course, you still have the choice of getting your diabetic prescription medicines and related supplies filled at your local participating retail pharmacy. But if you continue to use home delivery, we are confident that the change to ESI will provide you with the same superior service you have come to expect when filling your prescriptions.

For more information, please see the other side of this letter or call the Customer Service number on the back of your ID card.

Sincerely,

Dennis B. Liotta, MD, MBA
Vice President, Pharmacy Services
EmblemHealth PBS

Except under non-routine circumstances, you must use participating pharmacies to access your diabetic benefit. Also, quantity limitations and restrictions may apply.

(over)

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Frequently Asked Questions About Your Pharmacy Mail Order Services

If you're currently using home delivery (mail order service) through Medco, please read the following to ensure a smooth transition to Express Scripts.

What if I need a refill before January 1, 2012?

- You can continue to order prescriptions from Medco until December 31, 2011. After that date, your prescriptions will be sent to Express Scripts. This may cause a brief delay in receiving your prescriptions, so please plan accordingly.

What if I need a refill after December 31, 2011?

- Express Scripts will receive your records from Medco on January 1, 2012. If you have refills remaining that have not expired, and are not a controlled substance or compound drug, you'll be able to get them from Express Scripts. Please allow 14 days for processing and mailing.

If your refills do not fall in the above group, you'll need a new prescription. Complete the enclosed mail order form and send it to Express Scripts with your new prescription.

What if I have a new prescription that needs to be filled?

- Prior to December 24, 2011, you will mail your new prescription to Medco. It should be postmarked no later than December 24, 2011.
- After December 24, 2011, you will send your new prescription to Express Scripts.

What if the medication I take does not transfer?

- **As mandated by law, certain prescription medications will not transfer.** They include controlled substance drugs, compound drugs and any prescriptions older than one year. If this applies to you, please get a new prescription from your doctor.

What if I have a prescription for non-diabetic medication that needs to be filled?

- If you have diabetic-only coverage, you will continue to receive discounts for non-diabetic drugs at our participating pharmacies. Simply show your member ID card when filling your prescription and pay the full discounted amount at the pharmacy.

What if I have not used home delivery (mail order) before?

- There are three ways to order medications you take on a regular basis from the Express Scripts Mail Order Pharmacy:
 1. **Online** — Activate your account at www.StartHomeDelivery.com any time after January 1, 2012.
 2. **Mail** — Send the order form with your 90-day prescription and copayment to Express Scripts after 12/24/11.
 3. **Phone** — Call **1-877-866-5798**, and we'll help you.

When you fill a prescription through Express Scripts for the first time, you can expect your order within two weeks from the time your prescription is received. So, please have a 30-day supply of your medication on hand when your prescription is submitted. Refills generally take three to five days to ship.

If you still have questions or need help getting a new prescription, visit www.express-scripts.com beginning January 1, 2012, or call **1-877-866-5798**, beginning December 23, 2011.