Medco manages your prescription drug benefit

With Medco as your prescription drug benefit manager, you will have access to:

- **Retail pharmacies.** A network of nearly 60,000 participating retail pharmacies throughout the United States and its territories.
- **Mail-order service.** For long-term (maintenance) medications, such as those used to treat high cholesterol, you can enjoy convenient mail-order service and savings through the Medco Pharmacy™.
- **Online resources.** *As an enrolled member,* you can go to [www.medco.com](http://www.medco.com) for useful health and benefit information, along with online pharmacy services.
- **Medco Member Services.** Representatives will be available to you by phone 24 hours a day, 7 days a week (except Thanksgiving and Christmas). Pharmacists are also available around the clock for consultation.
- **Medco Specialist Pharmacists.** These pharmacists are available 24/7 by phone to work with you and your doctors to help make sure that your medications work safely together and work well for you. They have had specialized training in the medications used to treat specific long-term conditions.

How do I get started with the Medco Pharmacy?

**Three easy ways to start saving with the Medco Pharmacy:**

**OPTION 1 – Mail in your prescription:**

**Step 1:** Ask your doctor for a new prescription for up to a 90-day supply, plus refills for up to 1 year (as appropriate).

**Step 2:** Mail the new prescription with the enclosed order form and envelope. You can use e-check to have payments automatically deducted from your checking account. Or, you can use AutoCharge to have payments automatically charged to the credit card of your choice. You can also pay for individual orders by money order, personal check, or credit card. For more information, call Member Services or log in to [www.medco.com](http://www.medco.com), select "Update your profile" from the left hand menu, click Update your payment information and follow the prompts.

Your order will usually be delivered to you within 8 days of Medco’s receipt of the prescription.

**OPTION 2 – Have your doctor fax your prescription:**

**Step 1:** Follow Step 1 in the *Mail* section above.

**Step 2:** Provide your doctor with your member ID number (shown on your Medco prescription drug ID card) and ask him or her to call 1 888 327-9791 for instructions on how to use our fax service. You will be billed later.

Your prescription order will usually be delivered to you within 8 days of Medco’s receipt of the prescription.

**OPTION 3 – For refills remaining on long-term prescriptions filled at retail,** log in to [www.medco.com](http://www.medco.com), scroll down the Order center page to the "Transfer your retail prescriptions to mail service" to select the medications you’d like to transfer to the Medco Pharmacy. We do the rest.
Through the Medco Pharmacy, Medco Specialist Pharmacists are available by phone 24/7 to work with you and your doctors to help make sure that your medications work together safely and effectively. These pharmacists each have expertise in the medications used to treat a specific ongoing condition, such as high cholesterol, asthma, or depression. They're available through your prescription drug benefit at no additional cost, and they can talk with you or your doctors about equally effective but potentially lower-cost medications.

Before you send your first mail-order prescription, please make sure you have a 2-week supply of medication on hand while waiting for your new medication to arrive. If necessary, ask your doctor for a 30-day prescription that you can fill at a participating retail pharmacy.

For short-term medications: You should continue to get all your short-term drugs, such as antibiotics, at a participating retail pharmacy. You’ll pay the retail pharmacy co-payment for those medications.

Other important changes that may affect you

- **Specialty medications.** Whether they’re administered by a healthcare professional, self-injected, or taken by mouth, specialty medications require an enhanced level of service. If you use specialty medications, you’ll need to fill those prescriptions through Accredo, Medco’s specialty mail-order pharmacy. From Medco’s special enrollment website, you may review detailed information regarding specialty medications. Just click on the group under which you are covered and then click “Specialty Medications.”

- **Formulary additions.** A formulary is a list of brand-name and generic medications that are preferred by your plan. An independent group of doctors and pharmacists has reviewed this list to help ensure that it includes medications for most medical conditions that are treated on an outpatient basis. You will pay a lower amount for medications that are preferred. Please note that most current preferred medications are not changing status, and they will continue to be preferred by Medco. The formulary by Medco includes some additional medications that will be considered preferred in 2011.

**A welcome package and new ID card**

You will receive a welcome package and new Medco prescription drug ID cards. The package includes a complete description of your benefit and offers you simple instructions on how to take full advantage of all the prescription services available to you. Be sure to present your new prescription drug ID card to your pharmacist when filling prescriptions at a participating retail pharmacy. Your previous ID card will not be accepted at any retail pharmacy. Presenting this card will result in a denial of drug benefits.

**Need to fill a prescription, but don’t have your new ID card?**

A convenient feature on the Medco website will allow you to print a temporary prescription ID card for use at a participating retail pharmacy. This feature can also be handy if you need to find your member information quickly when calling Member Services or filling out a mail-order form.

If you haven't already registered at www.medco.com, you’ll need to do so before you can access this feature. If you don't have your member ID number, you can register using your Social Security number, and then look up your new member ID number on the site.

**Here’s how to print your card:**

1. After you log in at www.medco.com, click “Forms & cards” under “Prescriptions & benefits.”
2. Scroll down to “Print a temporary prescription card” and click the link.
3. Click the “print card” button. (You’ll need the Adobe® Acrobat® Reader plug-in. A link to the program is provided.)

The temporary card isn’t intended to replace your Medco prescription ID card. If you need to order a new or additional ID card, please contact Member Services at 1 877 796-9758.

**Participating Retail Pharmacy Network**

If you are currently using a participating retail pharmacy (in-network), you should be able to continue using that pharmacy without interruption. With over 60,000 participating retail pharmacies in the Medco network, finding a participating pharmacy near your home or office is easy. To help you find a participating retail pharmacy, go to the home page of the special Medco special enrollment website and click on the link entitled “Find a local participating retail pharmacy.” You can also visit [www.medco.com](http://www.medco.com) and click “Locate a pharmacy.”

All participating retail pharmacies will accept your new Medco prescription drug ID card and are eager to serve your pharmacy needs.

**For more information about your prescription drug benefit**

If you have any questions and would like to speak to a Medco Member Services representative about your prescription drug benefit, you can call 1 877 796-9758.

You can also go online to price a medication, review pharmacy benefit plan highlights, find a local participating pharmacy, look up drugs by name to see if they’re preferred, and more.

Prior to your benefit’s effective date, use the special Medco special enrollment website. On or after your benefit has started, use [www.medco.com](http://www.medco.com) for full member access to even more information.