

Pharmacy Benefit FAQ (for the A&M Care Plans)

Why did the A&M System choose Medco to manage the prescription drug benefit?

We anticipate that the move to Medco will provide significant savings to our health plan, which in turn will help control rising health care costs. It provides many of the same services as CVS/Caremark, including:

- A network of thousands of participating retail pharmacies
- Convenient mail-order pharmacy
- Internet services (www.medco.com)
- Sophisticated medication safety checks
- Round-the-clock access to registered pharmacists
- Trained Member Services representatives

When will I receive my new prescription drug ID card?

You'll receive welcome materials and your new ID card in late August.

When do we stop using our current prescription drug benefit manager and start using Medco?

Beginning September 1, be sure to start using your new prescription drug ID card. You should begin sending your mail-order prescriptions to **Medco By Mail** on September 1. You can still get mail-order refills through the CVS/Caremark website or by phone through August 31, 2009.

Will my copayments change?

The copayment amounts for generic, formulary and non-formulary drugs will not change. However, some brand-name drugs are moving from preferred (formulary) to non-preferred (non-formulary) or vice-versa. We will send a separate mailing to help you assess whether you will experience any changes.

Will my prescription drug deductible change?

No. The prescription drug deductible will remain the same.

How do I find a participating retail pharmacy, check to see if the pharmacy I use participates, or get information about the Medco formulary?

Beginning July 1, access will be provided to Medco's open enrollment website. You will be able to access:

- Formulary lookup—You can enter a drug to determine if it is a preferred medication.
- Pharmacy lookup—You can enter your ZIP code for a list of nearby participating pharmacies.

To access the open enrollment website, visit:

<http://www.medco.com/medco/consumer/partner/preOpenEnroll.jsp?accessCode=TAMRXBEN14597>. It will be available through the summer.

Beginning September 1, you can visit Medco at www.medco.com to compare the cost of brand-name and generic drugs, review the medications listed on your formulary, and review your copayments.

What if I have refills on my current mail-order prescriptions?

If you have an existing mail-order prescription with refills available after September 1, 2009, the prescription will be transferred to Medco By Mail. *Compound prescriptions and controlled substances will not be transferred. You will need a new prescription for those medications.*

To complete the transfer, you can do one of the following:

- Mail your refill slips to Medco By Mail. (Be sure to include the completed *Transfer Prescription Refill Order Form*.)
- Visit www.medco.com and activate your account by registering with your Medco member ID number and a current prescription number. Then, click “Order status.”
- Call Medco toll-free at the phone number shown on your new prescription ID card.

If you are mailing your refill request and do not have a refill slip from your previous mail service, write the name of the medication and your prescription number on the completed *Transfer Prescription Refill Order Form* (or attach a separate piece of paper).

Be sure to throw away any order forms or envelopes from CVS/Caremark.

How do I place a new prescription with Medco By Mail?

When you place your first order with Medco By Mail, be sure to:

- Register with Medco By Mail. Beginning September 1, you can register online at www.medco.com, or use the mail registration form included in your Welcome Kit that you will receive in August.
 - Ask your doctor to write two prescriptions. One should be for your plan’s maximum days’ supply (usually 90 days), with refills for up to one year, as appropriate. The second should be for a 14-day supply to be filled at a participating pharmacy while you wait for the mail-order delivery.

Once you have the prescription, you will need to do one of the following:

Send the 90-day mail-order prescription, order form, and payment in the envelope provided in your welcome kit.

Or, ask your doctor to call 1 888 327-9791 for instructions on how to fax the prescription to Medco. Your doctor will need to use your UIN to complete the transaction. (Only a doctor can fax a prescription to Medco.)

What are my payment options with Medco By Mail?

For your convenience, you can pay by check, money order, credit card, or debit card. You can also use the Medco website to enroll in one of the convenient automatic payment programs: e-check or AutoCharge.

How do I check the status of my mail-service prescription?

Beginning September 1, you can check the status of a Medco By Mail order by calling 1 866 544-6970.

How long will it take to get my medication?

You can expect your order to be delivered 8 to 10 days after we receive your prescription. When ordering, be sure to have at least a 14-day supply of medication on hand. If you don't have enough, ask your doctor for a second prescription for a 14-day supply to be filled at a participating retail pharmacy while your mail order is processed.

Whom should I call if I have additional questions about my prescription drug benefit?

Beginning September 1, 2009, you can call Medco Member Services at 1 866 544-6970 for assistance with your questions.