

## **IMPORTANT ANNOUNCEMENT**

### **New Pharmacy Benefits Manager (PBM) for DCPS Health Plan Members Beginning July 1, 2009**

Starting on July 1, 2009, Duval County Public Schools prescription drug benefits will no longer be managed by Prime Therapeutics Pharmacy Benefits Manager. The new Pharmacy Benefits Manager will be Medco Health Solutions, Inc.

#### **Pharmacy Benefit FAQ**

##### **Why did DCPS choose Medco to manage the prescription drug benefit?**

Your health plan chose Medco because it's the leading and most experienced full-service prescription drug benefit manager in the nation. Medco's services include:

- A network of thousands of participating retail pharmacies
- Convenient mail-order pharmacies for medications you take on a regular basis
- Helpful and convenient Internet services ([www.medco.com](http://www.medco.com))
- Sophisticated medication safety checks
- Round-the-clock access to registered pharmacists
- Well-trained Member Services representatives

##### **How will this affect me?**

While this change will not affect the benefits that you receive, there are some changes that are important for you to know:

- You will receive a new Medco prescription drug membership card.
- Be sure to bring this card with you to the pharmacy so that they can process your claims appropriately starting July 1.

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

Beginning July 1, start using your new member ID card and send your mail-order prescriptions to **Medco By Mail**.

##### **When will I receive my new prescription drug membership card?**

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

##### **Will my copayment change?**

No. You will continue to pay the same copayment through September 30, 2009.

##### **Will the formulary drug list change?**

No. The formulary drug list will remain the same through September 30, 2009.

##### **How do I find a participating retail pharmacy and check to see if the pharmacy I use participates?**

You can call Medco Member Services at 1 866 544-6950 or go online at [www.medco.com](http://www.medco.com) to find out which pharmacies participate in the network beginning July 1, 2009.

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

If you have an existing prescription with refills available after July 1, 2009, the prescription will automatically be transferred to Medco By Mail. *(Please note, compound prescriptions and controlled substances will not be transferred. You will need a new prescription for these drugs).*

- Three ways to contact Medco regarding your refills:
  - a. Call Medco's automated phone service at 1 866 544-6950 to place your refill order;
  - b. Mail your refill slips to Medco By Mail ( be sure to include the completed *Transfer Prescription Refill Order Form*); or
  - c. Visit [www.medco.com](http://www.medco.com) and activate your account by registering with your Medco member ID number and a current prescription number. Then click "Order status."
- Throw away any order forms or envelopes from your previous mail order vendor.

### **Where will my mail order come from?**

Your mail order will be filled and shipped from Tampa, Florida.

### **Why am I mailing my prescription to Dallas, Texas?**

Beginning July 1, you can mail prescriptions to Medco to Medco's pharmacy in Dallas, Texas. A pharmacist will carefully review your prescription and may call the prescribing doctor or you, if necessary, to resolve any issues. After final review your prescription will be transmitted electronically to a dispensing pharmacy best able to fulfill the order. The dispensing pharmacy address will be on the mail order package when you receive your order from Medco by Mail.

### **How do I place a prescription mail order with Medco By Mail?**

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

- Register with Medco By Mail. You can register on-line at [www.medco.com](http://www.medco.com), or use the mail registration form included in your Welcome Kit that you will receive in June.
  - a. 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 an up to 30-day supply to be filled at a participating pharmacy while you wait for the mail-order delivery.
  - b. Send the 90-day mail-order prescription to:

**Medco Health Solutions of Fort Worth  
P.O. Box 650322  
Dallas, Texas 75265-0322**

- c. 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 social security number or Medco member ID number to complete the transaction. (Only doctors can fax prescriptions 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 enroll in one or Medco's convenient automatic payment programs: e-check or AutoCharge.

### **What is e-check or AutoCharge?**

Medco offers two safe, convenient, automatic payment options for prescription orders.

- You may pay by Auto Charge to have payments automatically charged to the credit card of your choice. If you choose to pay by credit card, you'll need to register your card information with Medco By Mail, **since this information does not automatically transfer**. You can do this via phone or by filling out the mail-order form.
- Or, you can use e-check to have payments automatically deducted from your checking account. It's secure and convenient, plus there's a 10-day grace period between the time your medication is sent and when the amount is deducted from your assigned account. It's easy to get started with e-check. You can enroll online, by phone, or mail.

To enroll online, visit [www.medco.com](http://www.medco.com) and click "Update your profile," then click the "Update your bank information for e-check" link.

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

To check the status of your mail service prescription drug order at Medco By Mail, simply call 1 866 544-6950 beginning July 1, 2009.

### **How long will it take to get my medication?**

Your orders are usually delivered within 8-10 days after your prescription is received. When ordering, be sure to have at least a 30-day supply of medication on hand. If you don't have enough, ask your doctor for a second prescription for a 30-day supply to be filled at a participating retail pharmacy while your mail order is processed.

### **Who should I call if I have additional questions about my pharmacy benefits?**

You can call Medco Member Services at 1 866 544-6950 for assistance with your pharmacy benefit questions beginning July 1, 2009. Risk Management may also be reached for questions at 904 390-2353.