

Medco Transition Highlights

New PERS Choice and PERSCare ID Cards	<p>During the week of June 12, 2006, Blue Cross of California will send out new ID cards. If you have not received your ID card by July 1, 2006, please contact Blue Cross at 1-877-737-7776.</p>
Medco Welcome Package	<p>Beginning June 5 through June 15, 2006, Medco will mail a Welcome Package to members. The Welcome Package will include instructions on how to use your pharmacy benefit and include:</p> <ul style="list-style-type: none"> • a refill transfer form to transfer your refills from Caremark to Medco; • a mail-order form and postage-paid return envelope; • a Medco Preferred Prescriptions[®] Member Guide (formulary); and • a health assessment questionnaire. <p>If you have not received your Welcome Package by July 1, 2006, please contact Medco at 1-800-939-7091.</p>
Copayments	<p>Your prescription drug copayments, as well as your out-of-pocket maximum of \$1,000, will not change during the transition from Caremark to Medco.</p>
Maximum Out-of-Pocket	<p>Effective July 1, 2006, your 2006 mail service maximum out-of-pocket balance will be transferred to Medco and will automatically be applied to your balance for the remainder of the 2006 calendar year. Please call Medco at 1-800-939-7091, or log on to Medco's Web site at www.medco.com for assistance.</p>
Caremark Mail Service	<p>Up until June 30, 2006, Caremark will be responsible for filling new and refill prescriptions. Any prescriptions submitted to Caremark after this date will be forwarded to Medco for processing.</p>
Medco Mail Service	<p>Beginning July 1, 2006, you may order refills through Medco by:</p> <ul style="list-style-type: none"> • Calling Medco's automated phone system at 1-800-4REFILL (1-800-473-3455); • Visiting Medco's Web site at www.medco.com; or • Mailing in your refill order with Medco's refill transition form which will be provided in the Welcome Package. <p>Beginning July 1, 2006, new prescription orders should be mailed to:</p> <p style="text-align: center;">Medco Health Solutions, Inc. P.O. Box 650322 Dallas, TX 75265-9946</p>
Future Fill Prescriptions (refill-too-soon)	<p>Effective May 2, 2006, Caremark's ability to hold/suspend refill-too-soon prescription orders (submitted prior to actual refill date) will be changed from 60 to 30 days.</p> <p>Effective June 1, 2006, Caremark will no longer be able to hold/suspend refill-too-soon prescription orders with a refill date prior to June 30, 2006. If your refill date is after June 30, 2006, Caremark will return your prescription order.</p> <p>Please contact Caremark at 1-866-999-7377 to confirm your refill date during this transition.</p>

Specialty Pharmacy	<p>Beginning June 1, 2006, members currently using specialty medications will be contacted by Medco to assist in the transition from Caremark's Specialty Pharmacy to the Medco Special Care Pharmacy.</p> <p>For questions regarding specialty medications, please call the Medco Special Care Pharmacy at 1-800-803-2523.</p>
Retail Network	<p>Medco's retail pharmacy network includes major chains such as Longs, Rite Aid, Wal-Mart, Safeway, Raley's, and Leadernet.</p> <p>Effective May 1, 2006, you can call Medco at 1-800-939-7091 to locate a participating pharmacy.</p> <p>After July 1, 2006, you can go to Medco's Web site at www.medco.com to look up a participating pharmacy.</p>
Direct Reimbursement (Paper) Claims	<p>After July 1, 2006, Medco will be responsible for processing direct reimbursement (paper) claims. Please call Medco at 1-800-939-7091 for assistance.</p> <p>If you have direct reimbursement (paper) claims prior to July 1, 2006, please forward to Caremark for processing.</p>