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Frequently Asked Questions

Who is Medco?

Medco Health Solutions, Inc., (Medco) is the leading prescription drug benefit manager with the nation's largest mail-order pharmacy, **Medco By Mail**, dispensing 87 million prescriptions a year. Following an aggressive competitive bidding process to select the prescription drug benefit manager that could best meet the needs of the participants in the Group Health Insurance Program, the State Employee Benefits Committee awarded the contract to Medco effective July 1, 2006.

What do I have to do?

Participants will not see a difference between the current prescription drug benefit manager and Medco, since information will be transferred. A Welcome Kit will be mailed to your home in June, and you should begin using your new card on July 1. The Welcome Kit will contain:

- A letter of introduction and program handbook
- New identification cards (which must be used when using a retail pharmacy)
- A Coordination of Benefits/Direct Claim form
- A prescription fax form and a form for transferring your existing mail-order prescriptions
- A Health, Allergy & Medication Questionnaire

How to reach Medco's Customer Service?

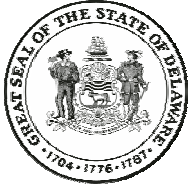
Medco has a Member Services Department to respond to questions. Call 1-800-939-2142, Medco's dedicated 800 telephone number for the State of Delaware. Member Services will answer your questions 24 hours a day, 7 days a week, 363 days a year. (The holidays are Christmas Day and Thanksgiving Day.) Pharmacists are available around the clock.

Will there be a change in the co-pays or current prescription programs?

No, all co-pays will remain the same through December 31, 2006. (Co-pays depend on tier structure and days' supply.) All the prescription programs are the same. Medco will receive a file of all participants currently in the existing programs so that all Prior Authorizations can remain in place (for 1 year from the original issue date). Medco will be aware of all Step Therapy rules currently in place, along with all open refills. You will not need a new prescription if you have refills available.

Will the current formulary remain the same?

The new Medco standard formulary adopted by your plan will contain more preferred (formulary) drugs. Participants who are taking non-formulary medications that will become formulary on July 1, 2006, will see a decrease in their co-pay for these medications when refilled. Participants who are taking medications that are on the current formulary but not on the new formulary will be grandfathered until January 2007. This means that certain medications will still be available for the preferred co-pay through December 31, 2006. This applies only to members who were taking these medications prior to July 1, 2006. After July 1, 2006, all NEW prescriptions will be filled in accordance with the Medco formulary.



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May I continue having my prescriptions filled by a retail pharmacy?

You may continue having prescriptions filled for up to a 60-day supply at a retail pharmacy. We do not yet have a list of pharmacies that have agreed to participate as a 90-day retail participating pharmacy. If your retail pharmacy currently participates, be sure to ask whether they will continue after July 1, 2006. If they have chosen NOT to participate in the 90-day reimbursement program, check with the pharmacist to see whether you will need a new prescription for your medication.

You can find out which pharmacies are participating by visiting www.ben.omb.delaware.gov or by calling Member Services at 1-800-939-2142 as of July 1, 2006. All retail pharmacies in Delaware have been given the opportunity to participate as a 90-day pharmacy in accordance with the State of Delaware's Any Willing Provider Pharmacy Access Act.

If I currently use mail order, what do I have to do to use Medco By Mail?

If you have current mail-order prescriptions, you won't need to get new ones EXCEPT if you have a prescription for a controlled substance or a compound medication. Beginning July 1, you'll easily be able to complete the transfer of your existing prescriptions to Medco By Mail online, by phone, or by mail. You'll receive more information in the Welcome Kit.

Does my doctor have to write new prescriptions for my mail-order medication?

Your doctor will have to write a new prescription for new medications or prescriptions with no remaining refills. When you receive your Welcome Kit, complete the Medco By Mail order form and return it to the address provided, or have your doctor fax your prescription to Medco. Your doctor may fax your prescription to 1-800-837-0959 using the fax form in your Welcome Kit.

How do I get my specialty medication filled after July 1?

The Medco Special Care Pharmacy will provide specialty medications for those who require them. Prescriptions for participants currently using specialty medications will transfer to the Medco Special Care Pharmacy as of July 1, 2006. Those requiring specialty medications in the future may receive their first 30-day supply through a retail pharmacy and have future refills provided by the Medco Special Care Pharmacy. If you have a new prescription for a specialty medication, please contact the Medco Special Care Pharmacy through the dedicated State of Delaware Member Services number, 1-800-939-2142.

What do I do if I have lost my new identification card and I have to have a prescription filled?

You will be able to print a temporary ID card starting July 1, 2006, at www.medco.com after completing a one-time registration using your member ID number and a recent prescription number. If you don't have access to the Web, contact Member Services at 1-800-939-2142.

Will the Coordination of Benefits provision still apply?

Yes, the Coordination of Benefits provision will continue. If you have secondary coverage under the State of Delaware, you can continue to submit the amount you paid under your primary insurance to Medco for reimbursement. A reimbursement form will be included with the Welcome Kit that you'll be receiving in the mail in June.