

Michigan Catholic Conference



TO: MCC Blue Cross Blue Shield of Michigan Subscriber
FROM: Karen LaRosa, Employee Benefits Manager
DATE: December 6, 2011
RE: New Provider for Prescription Drug Coverage

Effective January 1, 2012, Michigan Catholic Conference's prescription drug coverage will no longer be administered by Blue Cross Blue Shield of Michigan (BCBSM). As of this effective date, prescription drug coverage will be administered by Medco Health Solutions, which is a Fortune 50 company that manages prescription drug coverage for over 60 million Americans. The change from BCBSM to Medco was necessary to restrain costs while at the same time maintaining existing benefits and copayments for participants through an industry-leading prescription drug administrator.

Medco's strengths include:

- A network of nearly 60,000 pharmacies nationwide, including chains and independent pharmacies
- Convenient mail-order pharmacies for maintenance (long-term) prescriptions
- A full suite of internet services, including online prescription ordering
- Round-the-clock access to pharmacists
- Specially trained Member Service Representatives

In mid-December a welcome kit will be mailed from Medco that will include identification cards to present when obtaining prescriptions at retail pharmacies. It will be necessary to use this ID card for all future prescriptions beginning January 1, 2012. **Note that participants will now be required to carry two cards: an existing Blue Cross Blue Shield card for medical purposes, and the new Medco card for prescription drug purposes.**

Please find included with this memorandum answers to commonly asked questions regarding the prescription drug coverage change to Medco Health Solutions. Should further questions arise do not hesitate to contact Michigan Catholic Conference at 800-395-5565.

Thank you.

PRESCRIPTION DRUG COVERAGE FREQUENTLY ASKED QUESTIONS

Q: How will this change affect how I receive my prescription drugs?

A: Aside from the minor inconvenience of having to carry a separate prescription drug card, there will be little to no difference from services provided by Blue Cross Blue Shield and services provided by Medco Health Solutions. On or after the January 1, 2012 effective date, simply take your prescription to a participating pharmacy and present the new Medco ID card to the pharmacist. There will be no claim forms to file and no waiting for reimbursement for filling prescriptions.

Q: How do I know if my pharmacy will accept Medco rather than Blue Cross Blue Shield as my prescription drug provider?

A: Beginning January 1, 2012, participants may contact Medco Member Services at 877-798-8454 to find a participating local pharmacy. In the meantime, visit www.medco.com to learn more about Medco and its member services.

Q: How will this transition work if I have refills available through Blue Cross Blue Shield?

A: Medco will be receiving prescriptions for those members that currently have refills available through Blue Cross Blue Shield. On January 1, 2012, any unused, current refills that are currently available through BCBSM will automatically be available through the Medco pharmacy. Please note that this does not apply to narcotic or compounds medications. Anyone taking these types of medications must contact their physician to receive a new prescription. To contact Medco Member Services, call 877-798-8454 or visit www.medco.com.

Q: My medications are delivered to my home. How will this change affect me?

A: Medco's mail-order pharmacy is one of the largest in the United States. By filling long-term medications through the Medco Pharmacy Home Delivery Service, subscribers can receive up to a 90-day supply delivered to their door. Here's how it works: on or after January 1, 2012, ask the doctor to write two prescriptions - one for up to a 90-day supply, plus refills, and a second for up to a 14-day supply to be filled at a participating pharmacy while waiting for the mail-order delivery. Then, mail the first prescription and copayment along with the order form that will be included in the forthcoming Medco welcome kit. Your doctor can also call 888-327-9791 for instructions on how to fax the prescription. Please note only doctors can fax prescriptions to Medco.

Q: I currently take a Specialty medication. How will this change affect me?

A: For individuals currently taking a Specialty medication, any existing refills will be transferred to Medco's Specialty Pharmacy, Accredo, on January 1, 2012. Accredo can be reached at 800-803-2523.

Q: Does Medco offer online services?

A: Yes. Simply have your member ID number (located on the forthcoming ID card) and a recent retail or mail-order prescription number handy. Visit www.medco.com, click on "Register Now" and follow the on-screen instructions. You may register even if you do not have a prescription number. Once registered, just log in each time you visit the Medco site. At www.medco.com you can order mail-order refills, check the status of mail-order prescriptions, view an account summary and pay mail-order balances, compare brand name and generic drug prices, sign up for refill reminders, and receive information about preferred medications.