



P.O. BOX 66773
St. Louis, MO 63166-6773
Express-Scripts.com

Your **NEW** Express Scripts ID CARD

You will be receiving your new Express Scripts member ID card in May. If you want additional cards for covered family members or if you lose your card, you can request a new one in two ways:

- After May 16, sign in to Express-Scripts.com* and sign in as a member. If you are not a registered member, you will need to activate your account.
-or-
- Call 877.213.3867.



Still Have Questions?

Get more information about your prescription benefits:

- Call Express Scripts at 877.213.3867
- Visit Express-Scripts.com after May 16



Your Prescription Update



Benefits Open Enrollment 2012

NEWS FOR MANAGING YOUR PRESCRIPTION-DRUG BENEFIT

Plan well. Invest well. Live well.

The State of Maryland has chosen Express Scripts to provide the prescription-drug benefit for all State of Maryland members, effective May 16. The Express Scripts prescription-drug program offers services through a national retail pharmacy network of 56,000 participating pharmacies, including major chains and independent pharmacies, a specialty pharmacy, and convenient home delivery from the Express Scripts PharmacySM. Read this newsletter to learn more about your 2012 prescription-drug benefit and the choices available to you that could save you money while helping to keep you and your family healthy.

Your Prescription-Drug benefit:

Retail Pharmacy – up to 90-day supply

- Tier 1: Generic medication
- Tier 2: Preferred brand-name medication
- Tier 3: Nonpreferred brand-name medication

Home Delivery – up to 90-day supply

- Tier 1: Generic medication
- Tier 2: Preferred brand-name medication
- Tier 3: Nonpreferred brand-name medication

The three-tier prescription-drug benefit works like this:

- Tier one covers *generic* medications only.
- Tier two covers *preferred brand-name* medications — drugs that are on your formulary.
- Tier three covers *nonpreferred brand-name* medications — drugs that aren't on your formulary.

Glossary of Terms in Your Prescription-Drug Benefit

Generic drugs — Drugs for which the patent has expired, allowing other manufacturers to produce and distribute the product under the chemical name.

Formulary — A list that is created, reviewed and updated by an independent team of doctors and pharmacists. The formulary contains a wide range of generic and brand-name drugs approved by the U.S. Food and Drug Administration (FDA). Preferred drugs are chosen because they're safe and effective, and they save both you and the State of Maryland money.

Prior Authorization — Certain drugs require prior authorization by Express Scripts in order to meet the conditions of coverage under your plan. If your prescription requires prior authorization, your physician must submit a request to Express Scripts prior to prescribing the drug.



Get Your Prescriptions Delivered at Home

Do you take prescription medications on a long-term basis? If so, you can get those maintenance medications shipped directly to your home with free standard shipping. Home delivery from the Express Scripts PharmacySM is included in your prescription-drug benefit at no additional cost to you. And the Express Scripts Pharmacy has an **accuracy rating of greater than 99.99%** (compared to 98.30% at retail).

Now you can stop making trips to the retail pharmacy to pick up your refills while you enjoy these advantages:

- Receive up to a 90-day supply of your medication
- Order refills online, by mail or by phone — or simply use auto refills
- Speak with a pharmacist 24 hours a day, 7 days a week

Join millions of satisfied customers! The Express Scripts Pharmacy ranked higher than retail chain pharmacies in the latest customer satisfaction report from J.D. Power and Associates[®].



The Express Scripts Pharmacy ... At Home.SM

Ordering a New Prescription for the First Time in 2012?

It's **easy to get started** ... just follow these steps:

1. Make sure you have at least a 30-day supply of your prescription(s) on hand when you send in your new order, so you don't run out. Express Scripts will start accepting order forms starting May 16 for home delivery of your prescriptions from the Express Scripts Pharmacy.
2. Set up your home delivery account with Express Scripts one of three ways:
 - Activate your account online after May 16, at Express-Scripts.com^{*}.
 - Complete a home delivery order form (available at Express-Scripts.com^{*} or by calling 877.213.3867).
 - or-
 - Let Express Scripts assist in setting up your home delivery; call 877.213.3867.

You can expect delivery of your order within two weeks from the time we receive your prescription.

Need a Refill?

Refill your prescription when you have a 30-day supply of your medication left so you don't run out.

- Sign in to Express-Scripts.com^{*}.
- or-
- Call 877.213.3867.

Place your order 24 hours a day, 7 days a week.

Need Your Prescription Now?

- If you need to start taking your medication immediately, make sure you get two prescriptions from your doctor: one for a 30-day supply and one for a 90-day supply.
 1. Take the 30-day prescription to your local retail pharmacy and get it filled right away.
 2. Send the 90-day prescription to the Express Scripts Pharmacy.

Currently Using Another Mail Service for Your Prescriptions?

If you are currently enrolled in another mail service program, Express Scripts will automatically transfer your open refills to the Express Scripts Pharmacy. When it comes time to place a refill, simply sign in to Express-Scripts.com^{*} or call 877.213.3867.

If you have any questions about home delivery or your prescription-drug benefit, please call us at 877.213.3867.

*Available after May 16, 2012.

Drug Quantity Management

Are you taking multiple pills and purchasing more fills than necessary of a certain medication in order to reach the daily prescription dosage recommended by your doctor? If so, you are probably overpaying for your prescription drugs. That's why the Drug Quantity Management (DQM) program is in place to help you with your unique dosage situation.

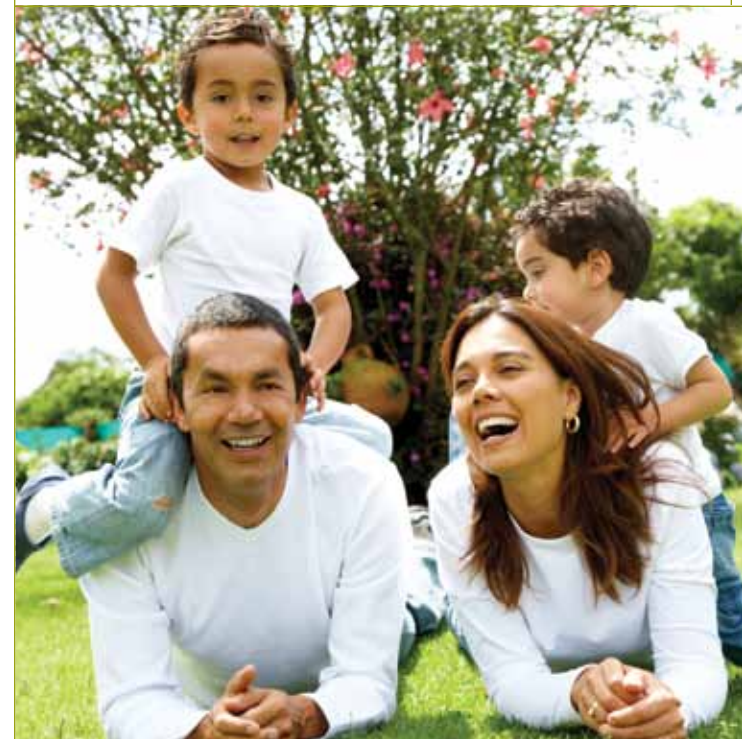
Using guidelines recommended by the US Food & Drug Administration (FDA), this program can also save you money since it ensures the most cost-effective product strength is dispensed to you. For example, DQM will guide you to take one 40mg strength tablet instead of two 20mg tablets.

What to do if a higher dosage is unavailable

If you're taking more than one pill to reach your recommend dose, you may be told that you're asking for a refill too soon. In this case, simply ask your pharmacist when your next refill will be available. But, if your prescription is written for a larger amount than the plan covers:

- Your pharmacist can ask your doctor to change your prescription to a higher strength, when one is available. This way, you meet your plan's quantity limit and get the daily dose you need with fewer copayments.
- Or, you can ask your pharmacist to give you the amount your plan covers. You'll pay the appropriate copayment each time.
- Or, if your doctor doesn't agree with the limit, they can call Express Scripts at 877.213.3867 to request a prior authorization, which may allow you to receive a higher quantity.

If your prescription profile indicates you have a medication that is in the DQM program, you can call Express Scripts at 877.213.3867. Please have a list of your medications available to review with a patient care advocate.



get more

From Your Prescription-Drug Benefit

Beginning May 16, State of Maryland members will have access to Express-Scripts.com^{*} for 24-hour online access to information regarding your prescription-drug benefit. Visit the website to:

- Check your benefit coverage
- Learn how you can save money
- Order prescription refills and check order status
- Check the price of a prescription drug
- View or print a list of prescription drugs included on your formulary
- Locate participating pharmacies near you

Accessing your prescription-drug benefit online is quick and easy; just go to Express-Scripts.com^{*} after May 16, and complete the brief registration process to get started.

All you need is your new Express Scripts member ID card to register for an account.

Specialty Pharmacy

Beginning May 16, you can choose CuraScript[®], the Express Scripts specialty pharmacy, to fill prescriptions for medications used to treat chronic illnesses, such as rheumatoid arthritis and multiple sclerosis.

Your specialty medications can be delivered to your home, your doctor's office or any approved location. You'll also have access to other services available exclusively through CuraScript, including:

- Access to experienced specialty healthcare experts
- Guidance in how to take your specialty medications correctly
- Support in managing your medical condition
- Personal care and health advocacy through a patient care coordinator
- Complimentary medication supplies — such as syringes, needles and alcohol swabs

For complete information about your prescription-drug benefit, please contact patient services at 877.213.3867.