



# BENE-FACTS



"Your Employee Medical and Dental Benefits Resource"

[www.butlerhealthplan.org](http://www.butlerhealthplan.org)

December, 2008

## New Pharmacy Benefit Manager Begins January 1, 2009



The Butler Health Plan is pleased to introduce our new pharmacy benefit manager —Express Scripts, Inc. (ESI). ESI replaces Caremark beginning January 1, 2009. As one of the nation's leading prescription benefit managers, ESI administers prescription plans to more than 50 million Americans.

**Q: What pharmacies are in the network?**

**A:** Express Scripts has over 50,000 national pharmacies with all major chains participating in the pharmacy network. You will receive a welcome packet to your home address in December with a list of pharmacies near your home zip code.

**Q: What medications are on the preferred drug list?**

**A:** You will receive the Express Scripts 2009 Preferred Formulary list in your welcome packet mailed to your home address in late December. The Express Scripts 2009 Preferred Formulary will be posted on the Butler Health Plan web site under "Forms" and the Express Scripts web site. You may also call the Express Scripts member services number on your new ID card. Remember, you get the best buy when you purchase a generic or medication on the preferred list.

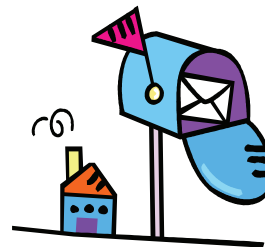
**Q: What happens to my current scripts at the Caremark Mail Service Pharmacy after December 31?**

**A:** Any unprocessed scripts or scripts arriving after December 31 to Caremark Pharmacy will be forwarded to ESI Home Delivery to be filled. ESI Home Delivery Member Services will contact you to arrange home delivery for you. Due to holiday mail delays, we suggest you mail any [new scripts or refill orders to Caremark Mail Service Pharmacy by December 15](#). We suggest you submit phone or online refill orders by December 29. Remember, any claim that is not processed by December 31 will be shipped to ESI to be filled in January. Deductibles and out of pocket reset to zero on January 1 each plan year.

**Q: How will the change affect my pharmacy benefit?**

**A:** You will have the same pharmacy benefit coverage for the Butler Health Plan Choice, Classic and Basic Plan. The only change is the company processing the pharmacy claims for the Butler Health Plan.

## NEW BUTLER HEALTH PLAN ID CARDS



**Mailed from Allied Benefit Systems, Inc. to your home address**

- Your new ID card will arrive late December.
- Throw away old ID cards after December 31, 2008.
- Starting January 1, 2009, show your new BHP ID card to your pharmacists. The new ID card will have the new Express Scripts group number that the pharmacist needs to process your prescription.
- If you have moved recently, please update your home address with your Benefit Representative at your Treasurer's office in order to get your ID card mailed to the correct address.
- If you need extra cards for college students, call Allied after December 23 at 1-800-288-2078.



## Express Scripts Home Delivery Member Service Tips



- Home Delivery Enrollment:** You may either

  - 1) Complete the Member Profile form mailed in your Express Scripts new member welcome packet in late December,
  - 2) Enroll online at [www.express-scripts.com](http://www.express-scripts.com) after January 1, 2009, or
  - 3) Call the toll-free number on the back of your ID card after December 26, 2008.
  
- Prescriptions Transferred From Caremark Mail Service Pharmacy:** If you have a current prescription with refills that transferred from Caremark Mail Service to ESI in January, you will need to complete a Member Profile online, on the phone with member services, or mail the completed Member Profile to Express Scripts, Inc., PO Box 1007, Bensalem, PA 19020-1007. Once you are enrolled, you may refill your transferred prescription.
  
- New Prescriptions:** Ask your doctor to write a new prescription for a 90 day supply, plus appropriate refills for up to one year. Write card member ID number, patient name, and patient date of birth on the back of your prescription. Mail the completed profile form and prescription(s) to Express Scripts, Inc., PO Box 1007, Bensalem, PA 19020-1007. If you need the medication immediately, ask your doctor for one short term 30 day supply script that you may fill at the retail pharmacy so you have a supply until the 90 day supply arrives.
  
- Shipping:** Standard shipping is free and should arrive within 14 days. The Express Scripts Home Delivery plan will call or email you to let you know that your order has been received, then notify you when your order has been shipped. Express Scripts offers overnight delivery for a charge of \$21. An overnight delivery processed on Friday will be delivered on the following Monday.
  
- Payment:** You may choose to have a credit card on file. You will receive a courtesy call before your credit card account is charged for orders over \$500. ESI accepts checks, check cards and money orders, too. Contact member services or view online to get estimated coinsurance or copayment amount.
  
- Refills:** Once your home delivery prescription account is established, refills are available by mail, by phone or online at [www.express-scripts.com](http://www.express-scripts.com). Mail order refills can take from 10-14 days for a prescription order to process. A good rule of thumb is to place your refill order when you have approximately a 30 day supply remaining on your current 90 day prescription.



### Register for online access to your prescription information starting January 1, 2009, at [www.express-scripts.com](http://www.express-scripts.com)

- 📁 Locate participating retail pharmacies near you
- 📁 View or print a list of drugs included in your formulary (drug list)
- 📁 Enroll in the Express Scripts Home Delivery Program
- 📁 Check the Price a Drug Tool
- 📁 View your prescription history



**Don't have internet access? No problem. Call Express Scripts member services beginning December 26 at ☎ 1-866-275-0044**