

To employees and retirees who are covered by the University Health Plan,

We're pleased to announce that, **beginning January 1, 2010**, Ball State University's prescription drug benefit will be managed by **Medco, the world's most advanced pharmacy[®]**. Medco was selected by the State to provide prescription coverage for all State agencies, K-12 schools and higher education and will be replacing Anthem, our current provider. Medco looks forward to putting its clinical experience and state-of-the-art technology to work for you.

With Medco, you'll have access to:

- **Convenient mail-order services through the Medco Pharmacy.** You'll be able to receive up to a 90-day supply of long-term medication delivered directly to you for one mail-order co-payment. Long-term medications are those taken to treat ongoing conditions, such as high blood pressure, high cholesterol, or diabetes.
- **A large network of participating retail pharmacies.** Your prescription drug benefit gives you access to nearly 60,000 retail pharmacies nationwide, including most major drugstores.
- **Helpful resources on Medco's website, www.medco.com,** including ordering mail-order refills, checking order status, comparing medication costs, requesting order forms and envelopes, and accessing useful health and benefit information.
- **Medco Member Services representatives, available 24 hours a day, 7 days a week** (except Thanksgiving and Christmas) to assist with questions about your benefit or orders.
- **Medco specialist pharmacists, who have expertise in the medications used to treat a single condition, such as high blood pressure, asthma, diabetes, or cancer.** Specialist pharmacists can answer your questions about how your medications work with each other and how to make them work best for you. Since they know how your plan works, specialist pharmacists can also advise you on potentially reducing your medication costs.

Later this month, you'll receive a welcome package that explains your benefit and offers simple instructions on how to take full advantage of all the prescription services available to you. Your Medco prescription drug ID cards will also be included. Beginning January 1, 2010, please be sure to present your prescription drug ID card to your pharmacist when filling prescriptions.

To refill remaining mail-order prescriptions through the Medco Pharmacy

If you have refills remaining with your current mail-order pharmacy, you do *not* need to get a new prescription in most cases. ***(Please note that controlled substances and compound medications will not be transferred. If you take one of these medications, you must obtain a new prescription from your doctor. Your welcome package will contain instructions for submitting new prescriptions to the Medco Pharmacy.)***

Medco will need to confirm that your prescription information has been transferred correctly before filling your next order. You should submit a refill when you're down to a 2-week supply of medication. After January 1, you can refill your prescription in one of three ways:

- **Online:** Visit www.medco.com and activate your account by registering with your Medco member ID number and a current prescription number. Then, click “Order status.”
- **By mail:** Mail the transfer form, included in the welcome package that you will receive in December, along with your refill slip or label, to the Medco Pharmacy Order Center.
- **By phone:** Call Medco member services toll-free at 1 877 476-9242 (after January 1, 2010). You’ll need to have your prescription number handy when you call.

If you have any questions regarding your prescription drug benefit, please visit us online at www.medco.com beginning January 1, 2010. Some of the many website features include being able to price a drug, confirm whether a drug is preferred, and access co-payment information. **After January 1, 2010, you may also call 1 877 476-9242 if you have any questions.**

Sincerely,



Barney Gallassio
Vice President of Member Services
Medco



Marie Kavanagh
Director, Payroll & Benefits
Ball State University

P.S. When you receive your new prescription drug ID card, please place it in your wallet or purse. Beginning January 1, 2010, show it to your pharmacist when you fill a prescription.