

*North Carolina*  
**State Health Plan**

Teachers' and State Employees' Comprehensive Major Medical Plan

4509 CREEDMOOR ROAD, SUITE 201 RALEIGH, NC 27612 PHONE: 919-881-2300 FAX: 919-881-2307

Dear Member:

Beginning in April, Medco will become the pharmacy benefit manager (PBM) for the NC Teachers' and State Employees' Comprehensive Major Medical Plan (State Health Plan). Medco replaces Caremark/AdvancePCS.

We are pleased to have selected Medco for this role for the following reasons:

- Medco offers patients 24-hour customer service availability. With the exception of Thanksgiving day and Christmas day, customer service representatives—and pharmacists—are available to speak with the Plan's members seven days a week.
- Plan members can expect enhanced communications from Medco on their pharmacy benefit. Medco has ranked consistently high in independent consumer surveys for providing pharmaceutical care at the highest level of service.
- Many Plan members will see an expanded preferred drug list (PDL).
- Finally, by using Medco as our PBM, we anticipate reducing overall pharmacy costs by \$115 million over the life of the contract with Medco.

In the next few weeks, you will receive a *temporary* member ID card from the State Health Plan. This new card will serve as your medical and prescription drug card, and provides pharmacists with the information they will need to begin processing your prescriptions through Medco. In order to protect your privacy, the State Health Plan will mail you a second, *permanent* ID card that does not contain your Social Security Number. Please note, you should receive your permanent ID card within 90 days.

Please find enclosed information from Medco regarding your prescription benefits.

We anticipate a smooth transition to our new pharmacy benefit manager. If for any reason, you experience difficulty filling your prescription during this transition, please call Medco's customer service line: 1 800 336-5933.

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**HEALTH**  
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