



### Frequently Asked Questions Regarding Medco

**Q: When does Medco replace Caremark/AdvancePCS as the pharmacy benefit manager and when do I need to start using the new ID card?**

A: Medco replaces Caremark/AdvancePCS effective April 1, 2005. **Members should begin using their new ID card April 1, 2005.** The new ID card will serve as the medical and prescription drug card. The ID cards are being sent from the Claims Processor, Blue Cross and Blue Shield, in a separate mailing than the Medco Welcome Package.

**Q: Whom do I contact if I have questions concerning the Welcome Packet received from Medco?**

A: Members should contact Medco Customer Service at 1-800-336-5933 for any questions they may have concerning the Welcome Packet. The customer service number for Medco is also located on the back of the new ID card.

**Q: When will Medco's Web site be available to State Health Plan Members?**

A: Members may register on the Web site April 1, 2005.

**Q: If my Drug is not listed on the Preferred Drug List is it covered?**

A: The Preferred Drug List included in the Welcome Packet is a partial list only. Members should contact Medco Customer Service at 1-800-336-5933 to inquire about a specific drug. When using a drug on the preferred drug list the co-payment will be \$10 for generic, \$25 for a brand without generic or \$35 for a brand with generic for a 34-day supply. If a member chooses to use a drug not on the preferred drug list, the co-payment will be \$40 for each 34-day supply.

**Q: Will I be able to use my current pharmacy with Medco? Am I required to use mail order thru Medco?**

A: All major retail pharmacies participate with Medco as well as the majority of independent/local pharmacies. Members may call Medco customer service at 1-800-336-5933 to inquire about a specific pharmacy. Members do not have to use mail order, this is a convenience offered to members only if they wish to use it.

**Q: Do I need to complete the Health & Medication Questionnaire?**

A: No, members are not required to complete the form. However the information on the form does help Medco protect against potentially harmful drug interactions and is meant to be an added safety benefit to our members.