

November 26, 2007

Dear Blue Shield Member,

We wanted to let you know about an upcoming change to your mail service pharmacy provider. This change only impacts mail service prescriptions.

We are pleased to announce that effective January 1, 2008, Prime Therapeutics (PrimeMail) has been selected to replace Express Scripts as our contracted mail service pharmacy. We believe that with this change our members will continue to receive quality mail service at a competitive price.

### **How will this impact you?**

Existing mail service prescriptions with remaining refills will be automatically transferred from Express Scripts to PrimeMail.

If you have a prescription with Express Scripts with refills remaining after January 1, 2008:

- You do not need to do anything to transfer your prescriptions. Your prescriptions will automatically be transferred to PrimeMail. Refills can be requested from PrimeMail beginning January 1, 2008.
- You can check [www.MyPrimeMail.com](http://www.MyPrimeMail.com) after December 21, 2007 to verify that your prescriptions have transferred. You will no longer be able to request new prescriptions or refills from Express Scripts after December 31, 2007 and will need to order your medications through PrimeMail after that date.
- You do not need to obtain a new prescription for your medications.
- A PrimeMail representative may contact you to complete enrollment information and obtain payment information.

For new mail service prescriptions after January 1, 2008:

- You will need to complete a PrimeMail order form.
  - We have included an order form and return envelope along with this letter for your use.
  - You can get an order form from the PrimeMail Web site at [www.MyPrimeMail.com](http://www.MyPrimeMail.com).
  - You can also call the PrimeMail toll-free number at **(866) 346-7200** to obtain an order form. Members using TTY/TTD equipment can call **(866) 346-7197**, to obtain an order form.
- Include the new prescription with your completed PrimeMail order form and mail to:

PrimeMail Pharmacy  
P.O. Box 27836  
Albuquerque, NM 87125-7836

Your prescription will be delivered directly to you in plain-labeled, FDA-approved packaging.

Effective January 1, 2008, PrimeMail's specially trained service representatives and on-site pharmacists will be available 24 hours a day, 7 days a week at **(866) 346-7200** to answer your questions about your mail service prescriptions. In the meantime, if you have any questions, you may always contact our dedicated Member Services Team at 1-800-334-5847 Monday through Friday, from 7:00 a.m. to 7:00 p.m.

Sincerely,



Nancy Stalker, Pharm.D.  
Vice President Pharmacy Services