



**New Mail Order Pharmacy Starts September 1, 2009**

July 2009

Dear Employer:

Effective September 1, 2009; Pharmacy Advantage RX will become the new mail order pharmacy for HAP and Alliance members. This change will simplify the mail order pharmacy process, especially for members on multiple medications. Pharmacy Advantage RX has exceeded our expectations in managing all of our specialty pharmacy business, earning 4.8 out of 5 for member satisfaction with our Specialty Drug Program.

Pharmacy Advantage RX provides prompt and free home delivery of your employees' medications. Their highly trained pharmacists and patient representatives are experts in supplying medications and service to patients using medications for chronic conditions. They can also fill prescriptions, answer medication questions and alert physicians to any potential medication interactions.

Medco will continue to fill prescriptions until August 31, 2009. **Beginning September 1, 2009, existing mail order prescriptions currently being filled by Medco will be transferred to Pharmacy Advantage RX.** At that time your employees should call Pharmacy Advantage RX for all of their new mail order prescriptions and refills. Pharmacy Advantage RX will mail information in late August, on how to utilize their services for refills and new prescriptions. Those employees will also receive a letter from HAP detailing this change.

If you have questions about this transition or about any of the Pharmacy Advantage RX services, please contact our HAP Direct Service Line at (800) 950-7455. If your employees need information regarding their prescription benefit, they may contact the HAP Client Services department at (313) 872-8100 or toll-free at (800) 422-4641, Monday – Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to noon. Hearing or speech impaired members may use our Telecommunications Device at (313) 664-8000.

Sincerely,

Mary Beth Bolton, MD, FACP  
Senior Vice President and Chief Health Officer