



State of New Hampshire
Prescription Drug Benefit Program



Your Pharmacy Benefit
Vendor Transition Checklist

Effective January 1, 2014, your State of New Hampshire Prescription Drug Benefit Program is switching vendors from HealthTrust (LGC) /CVS Caremark to Express Scripts, Inc. Although most of your pharmacy information is transferring automatically on January 1st, there are some items that require your action to ensure a successful pharmacy benefit transition.

This list is designed to assist you and your family through the transition process. Please note, it is possible that not all of the items listed below will be applicable to you and/or your covered dependents.

Prior to January 1, 2014, you will receive:

- A **welcome packet from Express Scripts, Inc (ESI)** that will include your new pharmacy benefit member ID card(s). ESI cards may only be used on or after January 1, 2014. Note: Only the subscriber's name will appear on the card(s).
- If applicable, a **formulary change notification letter** instructing you or a covered dependent to contact the prescriber of medication impacted by the new ESI formulary, resulting in an increased co-pay charge or if the medication is excluded from coverage entirely. You will have until March 31, 2014 to switch to an alternative medication before you will experience the change in co-pay or coverage.

Note: You will only receive a letter if you are impacted by increased co-pays or excluded medications. It is possible that your co-pay will decrease for some medications. In that situation, you will not receive a letter and the savings will be effective as of January 1, 2014.

Prior to January 1, 2014, if applicable, you should:

- Refill current mail order prescriptions** that can be ordered through CVS Caremark's mail order service to ensure that you have an adequate supply on hand through the transition.
- Contact your provider for a new prescription if you take a **controlled substance or narcotic**. These types of medications cannot be transferred to ESI.
- Contact your provider for a new prescription if you take a **compound medication**. These types of medications cannot be transferred to ESI.
- Contact your provider for a new prescription if you have a mail order prescription on file at Caremark that has expired. **Expired prescriptions** cannot be transferred to ESI.

On or after January 1, 2014, you must:

- Begin using your new Express Scripts prescription drug benefit member ID card** for all retail pharmacy transactions. Note: Your CVS/Caremark member ID card(s) will no longer work at the pharmacy.
- Register online** for your prescription drug benefit account at www.Express-Scripts.com. You will need your member ID card to register.
- Update your mail order payment information** on your secure, online Express-Scripts.com account or by calling the number on the back of your member ID card. Payment information does not transfer to ESI automatically. You must choose your method of payment before you can use the mail order home delivery service.
- Set up your auto-refill requests** through your secure online Express-Scripts.com account or by calling the number on the back of your member ID card. Auto-refill information does not transfer to ESI automatically. You must select which prescriptions you wish to refill automatically.