

medco®

Your Prescription Drug Benefit Handbook



Welcome!

We're proud that the State Health Plan has chosen Medco to manage your prescription drug benefit for retail and mail-order services. You're in good company. Medco has provided quality prescription drug benefit services to millions of Americans for over 30 years.

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Your prescription drug benefit plan at a glance*

Retail pharmacy:

- You can get up to a **34-day supply** of covered medication.

DAYS SUPPLY	0-34	35-68	69-102
GENERIC	\$10	\$20	\$30
Preferred Brand Without Generic Available	\$25	\$50	\$75
Preferred Brand With Generic Available	\$35	\$70	\$105
NON-PREFERRED BRAND	\$40	\$80	\$120

- Prescription drug copayments are limited to \$2,500 per person per Plan year. After the \$2,500 maximum is reached The Plan pays 100% of allowed prescription drug charges.
- Prescription drugs are not subject to the Plan year deductible or coinsurance amounts.
- A prescription cannot be refilled until three fourths (3/4) of the medication has been used as prescribed by your physician.
- In some cases, the Plan may have certain coverage limits. Some drugs require prior authorization or may be subject to step therapy of quantity limits. Refer to your 2004 Summary Plan Description or call 1 800 336-5933 for specific coverage information. You can also refer to <http://statehealthplan.nc.us> for more information.

Medco By Mail:

- You can get up to a **102-day supply** of covered medication.
- Standard shipping and handling is free.

***This information is an overview of your prescription drug benefit. Benefits and copayments are subject to change by the State Health Plan.**

Your pharmacy options

Retail pharmacies

You may want to use a **participating retail pharmacy** for your prescriptions (such as antibiotics to treat infections). Be sure to show your ID card to the pharmacist, and pay your retail copayment for each prescription.

To find a participating retail pharmacy near you:

- Visit **www.medco.com** and click "Locate a pharmacy."
- Ask at your retail pharmacy whether it participates in the Medco network.

If you use a nonparticipating retail pharmacy, you must pay the entire cost of the prescription at the time of purchase, and then submit a reimbursement claim to Medco. You are responsible for any amount above the Plan's payment and your copayment.

Medco By Mail pharmacies

Over 6 million members enjoy the convenience of having their maintenance medications (those taken for 3 months or more) delivered to their home or office. Medications are dispensed by **Medco By Mail** pharmacists through our network of mail-order pharmacies.

Medco By Mail:

- **Order refills** online, by mail, or by phone—anytime day or night. To order online, register at www.medco.com. Refills are usually delivered within eight days after we receive your order.
- **Registered pharmacists** are available 24 hours a day, 7 days a week.
- **Choose a convenient payment option**—check, money order, credit card, or our automatic payment program.
- **Standard shipping is free.**

How to start using Medco By Mail

- 1 When using **Medco By Mail**, be sure to ask your doctor to write a prescription for up to a **102-day supply** of each medication (plus refills for up to 1 year, if appropriate).
- 2 Fill out the enclosed **Medco By Mail** order form.
- 3 Send the completed form, your prescription, and your payment option in the **Medco By Mail** envelope provided.

Your medication usually will be delivered within 8 days after we receive your order. If you are currently taking a medication, be sure to have at least a 14-day supply on hand when ordering.

You can also choose to sign up for **Medco By Mail** online. To register, visit www.medco.com and follow the easy instructions. Once you have registered, click "Order center" and follow the instructions. Medco will contact your doctor to transfer your current prescriptions to **Medco By Mail**.

You may also have your doctor fax your prescriptions. Ask your doctor to call 1 888 327-9791 for faxing instructions.

The Medco Special Care Pharmacy

Some conditions, such as anemia, hepatitis C, multiple sclerosis, asthma, growth hormone deficiency, and rheumatoid arthritis, are treated with specialty medications. If you use specialty medications, you'll appreciate the **Medco Special Care Pharmacy** extras, including:

- Access to nurses who are trained in specialty medications
- Answers to your questions about specialty medications from a pharmacist 24 hours a day, 7 days a week
- Coordination of home care and other healthcare services

For more information, call the **Medco Special Care Pharmacy** at 1 800 336-5933.

Online services

If you have Internet access, you can take advantage of Medco's award-winning, consumer-friendly website. More than 4 million members have registered at **www.medco.com** to:

- Get health and wellness information.
- Compare brand-name and generic drug prices.
- Obtain order forms, claim forms, and envelopes.
- Submit mail-order prescriptions and refills.
- Check the status of **Medco By Mail** orders.
- Check and pay mail-order account balances.

General information

To contact Member Services

Member Services is available 24 hours a day, 7 days a week (except Thanksgiving and Christmas) by calling toll-free 1 800 336-5933. Our Member Services representatives can:

- Help you find a participating retail pharmacy
- Send you order forms, claim forms, and envelopes
- Answer questions about your prescriptions
- Assist you if you need to order this brochure in Spanish

To access Medco by TTY

TTY is available for hearing-impaired members.
Call 1 800 759-1089.

To order prescription labels printed in braille

Braille labels are available for mail-order prescriptions.
Call 1 800 336-5933.

Other things you should know

Medco protects your safety

The risks associated with drug-to-drug interactions and drug allergies can be very serious. To protect your safety—whether you use **Medco By Mail** or **medco.com**TM—Medco checks for potential interactions and allergies. We also send information electronically to participating retail pharmacies.

Medco may contact your doctor about your prescription

If you are prescribed a drug that is not on your preferred drug list, yet an alternative plan-preferred drug exists, we may contact your doctor to ask whether that drug would be appropriate for you. Please be assured that your doctor will always make the final decision on all your medications. If your doctor agrees to use a plan-preferred drug, you will never pay more and will usually pay less.

Medco protects your privacy

Because your privacy is important to us, Medco complies with federal privacy regulations. Medco uses health and prescription information about you and your dependents to administer your plan and to fill your mail-order prescriptions.

Your plan may have coverage limits

Your plan may have certain coverage limits. For example, prescription drugs used for cosmetic purposes may not be covered, or a medication might be limited to a certain amount (such as the number of pills or total dosage) within a specific time period.

If you submit a prescription for a drug that has coverage limits, your pharmacist will tell you that approval is needed before the prescription can be filled. The pharmacist will give you or your doctor a toll-free number to call. If you use **Medco By Mail**, your doctor will be contacted directly.

When a coverage limit is triggered, more information is needed to determine whether your use of the medication meets your plan's coverage conditions. We will notify you and your doctor of the decision in writing. If coverage is approved, the letter will indicate the amount of time for which coverage is valid. If coverage is denied, an explanation will be provided, along with instructions on how to submit an appeal.

Controlled substances

Federal law prohibits the return of dispensed controlled substances.

Medco manages your prescription drug benefit at the request of the State Health Plan.

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