



TO: BEST Medical Plan Participants

SUBJECT: Prescription Drug Plan

DATE: September 21, 2011

We would like to take this opportunity to outline a plan design feature of your RX benefit plan.

Plan Design – Retail Refill Allowance (RRA) or Mandatory Mail Order for *maintenance* drugs. Drugs needed for *acute* circumstances can still be filled at retail.

Effective January 1, 2012 upon the third fill of a maintenance drug at retail you will be charged the cost of the drug if you continue to fill at retail when available through the Home Delivery Pharmacy (mail order).

Prior to January you will need to advise your physician/prescriber that as of January 1, 2012 you must fill maintenance drugs through the mail order program and you will most likely require a prescription change. This change will be for your current script(s) for a 30 day supply (with the appropriate number of refills) to script(s) for a 90 day supply (with the appropriate number of refills). You can mail the original in yourself (retain a copy) or you can have your prescriber/provider contact Medco by phone at 1 888 EASYRX1 and they can handle this for you via faxing in the appropriate form with the script.

Please allow **at least** 14 days prior to January 1, 2012 for this process.

We look forward to our continuing relationship and serving your health care needs.