



SIGNIFICANT CHANGES TO THE RETAIL MAINTENANCE PHARMACY NETWORK

Effective 09-01-2010

**Special
Insurance
Issue**

The Retail Maintenance Pharmacy Network for the Quality Care Health Plan, Health Alliance Illinois, Humana-Winnebago and HealthLink OAP will be changing effective September 1, 2010.

The Retail Maintenance Program permits a member to purchase a 90-day supply of maintenance medication for two co-payments at a retail maintenance network pharmacy.

A list of pharmacies participating in the Retail Maintenance Pharmacy Network on September 1, 2010 can be found at www.benefitschoice.il.gov or www.state.il.us/srs and will be updated as the network changes.

Members may also contact their pharmacy to determine whether or not they intend to join the network.

What does this mean to you as a Medco member who is currently enrolled in the Quality Care Health Plan, Health Alliance Illinois, Humana-Winnebago or HealthLink?

If your current pharmacy allows you to purchase your maintenance medication (any medication taken consistently for blood pressure, heart medication, etc) you are allowed to purchase a 90-day supply of the medication but only pay for the equivalent of a 60-day supply.

Effective September 1, 2010 the pharmacy you are currently using

to fill your 90-day supply for maintenance medication, may not be contracted as a Retail Maintenance Pharmacy and you will be unable to experience the savings.

To find out if your pharmacy is included in the Retail Maintenance Pharmacy, contact the pharmacy or visit our website at www.state.il.us/srs **OR** www.benefitschoice.il.gov. This listing will continue to be updated as new Retail Maintenance Pharmacies are added.

A list of Frequently Asked Questions (FAQs) follows. The FAQs should answer the questions you may have about the latest changes and your options to continue the savings of the 90-day supply of maintenance medication at the cost of a 60-day supply.

Q. Can I use a retail pharmacy that is not part of the Retail Maintenance Pharmacy Network and fill my maintenance medication every 30 days?

A. If you visit a retail pharmacy to fill a prescription for a maintenance drug on September 1, 2010 and the pharmacy is not a part of Retail Maintenance Pharmacy Network, you will be charged a double copayment.

Q. Will I be double charged if I go to a retail pharmacy to fill a prescription for a 30-day supply of a non-maintenance drug (example: antibiotic) after September 1, 2010.

A. This change applies only to maintenance drugs. Non-maintenance drugs, (antibiotics, etc) will not be affected. You will continue to pay the normal co-pay for a 30 day supply of non-maintenance drugs.



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Q. How can I order maintenance drugs through mail order and continue receiving a savings?

A. Obtain an original 90-day written prescription plus up to three 90-day refills from your doctor and complete the MEDCO mail order form.

Q. Where can I find a MEDCO mail order form?

A. You have 3 options:

1. You can download the form at www.benefitschoice.il.gov or www.state.il.us/srs.
2. You can contact your SERS

Group Insurance Representative (GIR) and request the form be mailed to your home address.
3. You can contact MEDCO at 800-899-2587.

Q. How soon should I receive my new prescription(s) in the mail?

A. We recommend that members act immediately to obtain the original prescription(s) form from the doctor. You should receive your mail order prescription(s) within about eight days. Temperature sensitive prescriptions are packaged according to manufacturer's specifications.

Q. Why did this happen?

A. The State is not taking a benefit away. This is a business decision made by the corporate offices of the major pharmacies. You may want to encourage your pharmacy to participate in the Retail Maintenance Pharmacy Network.

SERS INSURANCE CONTACT INFORMATION

The SERS Insurance Section assigns all annuitants to a personal Group Insurance Representative (GIR) based on the last two digits of your Social Security number. The telephone numbers, email addresses and fax numbers for your GIR are listed below.

If the last two digits of your SSN are 00-32 your GIR is Sheryll Clark: 217-785-7145; sheryll.clark@srs.illinois.gov
fax: 217-547-9771

If the last two digits of your SSN are 33-66 your GIR is Julie Harms: 217-785-7150; julie.harms@srs.illinois.gov
fax: 217-547-9772

If the last two digits of your SSN are 67-99 your GIR is Madonna Palazzolo: 217-785-7138; madonna.palazzolo@srs.illinois.gov
fax: 217-547-9768

*Example: John Doe ***-**-5535.
His personal GIR would be Julie Harms.*

