



Who is Express Scripts?

Express Scripts is a prescription benefit manager that makes the use of prescription drugs safer and more affordable for tens of millions of people like you. Express Scripts recently merged with Medco Health Solutions, Inc. The combined company will now be known as Express Scripts and will improve patient health while further driving down the cost of prescription drugs. Medco members will continue to see the Medco name on certain communications for now.

Why are the two companies combining?

Combining Express Scripts and Medco will allow us to do even more to improve patient health while driving down the cost of prescription drugs.

Where can I get more information?

For more information about the merger, visit **Express-Scripts.com**.

Will my benefits change?

No. There will be no changes to your prescription drug benefit or co-payments as a result of the merger. Your employer, plan sponsor, or health plan determines your prescription drug benefit. You are not required to do anything. You will continue to receive the same high level of care you expect.

Do I need to make my check for payment out to another company?

No. Please make your check payable to the same company you always have. It is business as usual.

Can I still call the same phone number I've always called?

Yes. Continue to call the number on your prescription drug benefit ID card.

Will my benefits change next year (during open enrollment)?

We will continue to administer your pharmacy benefit as determined by your employer, plan sponsor, or health plan. Your employer, plan sponsor, or health plan will communicate any changes to your benefit plan during the open-enrollment period.

Why am I getting letters from Express Scripts?

Express Scripts recently merged with Medco. The combined company will now be known as Express Scripts, but you may continue to see the Medco name on certain communications until the renaming process is completed.

How did Express Scripts get my prescription information?

Since Medco and Express Scripts have come together as one company to manage your prescription benefit, the information we have on file for you is now available to the whole company. Please be assured that Express Scripts will protect your private health information with the same level of security you've always received.

Can I still refill on the web or my phone?

Please continue to refill your prescriptions as you normally would by using your current prescription drug ID card, refill order forms, www.medco.com, or the toll-free member services telephone number on your ID card.

Are my medications still enrolled in the **Worry-free Fills** program?

If you have been getting automatic refills through the **Worry-free Fills** program, you will continue to do so. We will contact you if there are any changes to this service.

Can I still use the same retail pharmacy that I do today?

Yes. You can continue to use the same retail pharmacy. There are no changes to your pharmacy benefit.

Walgreens is not in the Express Scripts network, but is in Medco's network. Will Walgreens be included in the merged company's network?

For the time being there are no changes to the Medco network. As of this date, Medco members who previously had Walgreens in their network will be able to continue to use Walgreens. As of September 15, 2012, Walgreens will be in the Express Scripts network also.