



December 2007

### Important Information About Your Mail Order Pharmacy

Dear Member:

HIP Health Plan of New York (HIP) is dedicated to providing you with access to the highest level of care at the most reasonable and affordable cost. As such, we welcome our new mail order pharmacy provider, Medco Health Solutions, Inc. (Medco®). As a HIP member you will have access to Medco's award-winning customer service and convenient mail-order pharmacies, including information that will help you and your doctor decide on appropriate medications at the lowest possible cost.

Our records indicate that you have used Express Scripts, Inc. (ESI) for mail order prescription drug service. Your prescription refills, if available, will now be transferred to Medco. **Please note, however, that while your prescriptions will be transferred, beginning January 14, 2008, you must take one of the following steps to receive your prescriptions:**

1. Visit [www.medco.com](http://www.medco.com), register first, then click on "Order Center." Use your HIP member ID number and a recent prescription number to register. All covered household members 18 and over should register, too.
2. Call Medco at **1-800-457-1020**. Have your ESI prescription number handy when you call.
3. Mail the form included in this package, affixing your refill slip if you have one, to Medco by mail in the postage-paid window envelope provided.

*Prescriptions for some controlled substances and compound medications cannot be transferred. You will need to obtain a new prescription from your doctor for them. There also may be times when the transfer process will not be successful and you will need to request a new prescription from your doctor. If you request a refill that cannot be transferred, Medco will notify you.*

If you have a prescription for a new maintenance medication, it is easy to get started with Medco by mail. Simply mail your prescription, order form and payment in the postage-paid window envelope or ask your doctor to call **1-888-327-9791** for faxing instructions. Only doctors may fax prescriptions. For refills, call our automated refill system at **1-800-4REFILL (1-800-473-3455)**. Members who register at [www.medco.com](http://www.medco.com) may order online by clicking "Order Center." Your medication will usually be delivered within eight days after Medco receives your first order. You may receive refills even faster.

Please note that if you are using mail order prescription services, there is an important questionnaire we would like you to complete and return with your order form. The information you provide will help us protect you against potentially harmful drug interactions and drug allergies.

If you have questions about or need assistance with your mail order services, please call Medco at **1-800-457-1020** anytime, day or night. If you have a hearing or speech impairment and use a TDD, call **1-800-759-1089**.

For questions about your prescription services, please call HIP Customer Service at **1-800-HIP-TALK (1-800-447-8255)**, Monday through Friday, 8 am to 6 pm. If you have a hearing or speech impairment and use a TDD, call **1-888-HIP-4TDD (1-888-447-4833)**, Monday through Friday, 8:30 am to 5 pm.

Sincerely,

Araksi Sarafian, BSP Pharm, MS  
Chief Pharmacy