



For additional prescription savings and convenience, try your mail-order service, Medco By Mail, available as part of your plan at no additional cost.

The advantages of your prescription drug benefit

6 important features to help you get the most from your plan



* Varies based on plan design.

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Are you aware of the many services available through your benefit? You can, for example, visit the Medco website to access personalized information on prescription cost savings or health and wellness. You can also have your medication questions answered by a Medco pharmacist at any time of the day or night. And, probably most beneficial to you, your prescriptions receive an automated health and safety review.

Take a few minutes to learn about six major advantages of your benefit.

1. Your prescriptions receive a safety check

Our investment in technology allows us to work with your doctor and pharmacist to help make sure that you receive safe prescription drug care. Every time you order a medication, you tap into a network of approximately 2,000 in-house Medco pharmacists using sophisticated computerized systems to monitor your prescriptions and guard against a variety of potential problems. When you submit a completed Health, Allergy & Medication Questionnaire to Medco, your mail-order prescriptions are reviewed by a Medco pharmacist for adverse interactions. We also send the information you provide on the form to your participating retail pharmacy. These safeguards help you receive the right medication, in the right amount, at the right time.

2. Savings and convenience are in the mail

If you take long-term medications (for 3 months or more) for conditions such as high blood pressure or asthma, **Medco By Mail** can be an easier and more affordable way to get them. You can usually have up to a 90-day supply delivered directly to you for one mail-order co-payment.* Medco By Mail is the nation's largest mail-order pharmacy. In fact, we dispensed a record 88 million prescriptions in 2004. And, for an unprecedented fifth consecutive year, Medco By Mail has been honored as No. 1 in mail-order pharmacy customer satisfaction by Wilson Rx. The award is based on a nationwide survey conducted by Wilson Health Information, an independent consumer research firm.

3. There's a nationwide network of retail pharmacies

When you need to take a medication for a short time (such as an antibiotic), Medco offers a network of more than 50,000 chain and neighborhood retail pharmacies. To locate a participating retail pharmacy near you, visit www.medco.com or call Member Services.



4. Online services are at your fingertips

More than ever, members are taking an active role in their healthcare. Our website www.medco.com offers you virtually instant access to health-related and prescription benefit information, and it lets you easily manage your mail-order prescriptions online. You can order refills, monitor order status, and review your prescription history. For important cost-saving information, you can use *Savings Advisor*, an easy, online tool that helps you identify potential alternatives to lower your out-of-pocket prescription costs. Medco's user-friendly website also earned a No. 1 Wilson Rx ranking, and it has been rated one of the seven most trusted medical websites by Yahoo! Internet Life.

5. Medco Member Services is ready to help

When it comes to questions about your benefit or prescription orders, you shouldn't have to wait for an answer. Our representatives receive extensive training and use the most advanced information systems available today to resolve more than 90 percent of inquiries on the first call.

Through Member Services, you can obtain account information, refill prescriptions using our automated system, arrange to pay with a credit card, and more. You can find our toll-free Member Services phone number on your prescription drug ID card or your mail-order prescription bottle. There are also special support services for the blind and hearing-impaired.

6. Medco pharmacists are available anytime

The toll-free Medco Member Services phone number also connects you with our registered pharmacists, available to answer questions 24 hours a day, 7 days a week. Medco pharmacists have access to the most recent medication and disease information, and they can explain how to use your prescriptions safely and effectively.