



April 2, 2012

CONTACT CENTER TALKING POINTS AND FAQs

Background

Express Scripts, a pharmacy benefit manager, completed its merger with Medco Health Solutions on April 2, 2012. The combined company will be known as Express Scripts. Patients will get their prescriptions in the same way they did before. There is no change to their pharmacy benefits as a result of the merger.

Some members may have questions. If you get calls from members who have questions about the merger, please use the following talking points.

Talking Points

- Express Scripts and Medco Health Solutions recently merged. The combined company will be known as Express Scripts. However, Medco members will continue to see the Medco name for now.
- Members will continue to receive the medications they need without changes to their pharmacy benefit or retail pharmacy network.
- No action is needed by members; they should consider it business as usual.
- Members can continue to call the number currently listed on their benefit card or their home delivery bottle for refills or for any pharmacy-related questions.
- Members can continue to use the same website and mobile app.
- The combined company will improve patient health while driving down the cost of prescription drugs.

1. What kind of company is Express Scripts? Or Medco?

- Express Scripts and Medco are pharmacy benefit managers. The combined company will improve patient health while driving down the cost of prescription drugs.

2. When was the merger finalized?

- April 2, 2012

3. How will the merger impact me as a member?

- There are no changes to your pharmacy benefit as a result of the merger. You are not required to do anything. Your prescription-drug benefits or home-delivery services will not be affected. You will continue to get the medications you need and the same high-quality service you expect.

For the immediate future:

- Your medication packaging/labels will remain the same.
- You will continue to make your payments payable to the same company you always have.
- You will not need to change retail pharmacies.
- You will continue to send your prescription orders to the same home delivery pharmacy address.
- You will continue to use the same phone number to contact us.
- You will continue to use the same website and mobile app.

4. Will my medication packaging/labels look different?

- It is business as usual for the immediate future.
- Express Scripts medications will arrive in Express Scripts bottles with Express Scripts labels.
- Medco medications will arrive in Medco bottles with Medco labels.
- For now, there is no anticipated change to packaging.

5. Will my medications be more expensive?

- No. There will be no changes in your prescription-drug plan or your medications as a result of the merger, and you will continue to receive the same high level of care you expect.

6. Will my copayment change?

- No. Your copayment will not change as a result of the merger. Your plan sponsor determines your copayment.
- You will continue to receive the same high level of care you expect.

7. Will my medications be shipped from another location?

- No. You will receive your medications as you have before. Your prescription-drug benefit or home delivery services will not be affected.

Note: Medications routinely ship from different pharmacies based on a number of factors, including weather, supply, etc. This is business as usual and not as a result of the merger.