
NEW MAIL SERVICE PHARMACY PROVIDER
Effective January 1, 2008

Dear Valued Member:

We are proud that Sandia National Laboratories has chosen Catalyst Rx to manage your prescription drug benefit. As your new pharmacy benefit manager, we have partnered with Walgreens Mail Service to provide you with a convenient, quality-focused, and easy-to-use prescription mail service program.

On January 1, 2008, your mail service pharmacy provider will transition from PharmaCare to Walgreens Mail Service. If you currently use mail service, or plan to use it in the future, please read through this entire notice for information on the transfer of current prescriptions as well as instructions on how to participate in this program.

Registration in the Mail Service Program

To begin receiving prescriptions through Walgreens Mail Service, you will need to register as a first-time Walgreens customer. You can register one of three easy ways – in writing, via the internet or by telephone.

By Mail: In your welcome packet, you will receive the Walgreens Mail Service *Registration & Prescription Order Form* which will establish your health, allergy and plan information with Walgreens. Upon receipt, please complete this form and send it to Walgreens Mail Service in the self-addressed envelope provided. When completing this form, please make sure that you put the member identification (ID) number that is printed on your prescription ID card on the form.

Online: You may also register online at www.catalystrx.com. To log on, go to the “Members Login” box and simply enter your member ID number (located on your prescription ID card), date of birth, and enter SANDIA in the Rx group number box and click “Login.” Next, click on “Mail Service Refills” and then the Walgreens Mail Service link located on the right side of the screen.

By Telephone: You may also register by calling Catalyst Rx at 1-866-854-8851 and selecting Option 1 to speak with a Customer Care Representative Monday through Friday from 6:00 a.m. to 8:00 p.m. (MST) or Saturday and Sunday from 6:00 a.m. to 3:00 p.m. (MST).

Obtaining Refills on Current Mail Service Prescriptions

If you have prescription refills remaining through PharmaCare, these prescriptions will be transferred to Walgreens Mail Service for you. After you have registered as a Walgreen’s customer, you will need to call the Catalyst Rx Customer Service Department in order to initiate a refill of the transferred prescription. Your refill will not be mailed automatically. To speak with a Customer Care Representative to order a refill of a transferred prescription, please call 1-866-854-8851 and select Option 1. Note: For the initial refill, you must call Monday through Friday from 6:00 a.m. to 8:00 p.m. (MST) or Saturday and Sunday from 6:00 a.m. to 3:00 p.m. (MST) and speak with a Customer Care Representative. You cannot order your initial refill through the voice response system or via the internet as the PharmaCare prescription numbers will not be the same in the Walgreen’s system.

Please note that certain types of medications cannot be transferred and therefore require a new prescription. These include compound medications, controlled substances, and expired prescriptions as well as prescriptions without remaining refills and future-fill prescriptions (i.e. prescriptions previously sent to and which are currently being held by your current mail order vendor until eligible for fulfillment). If your current prescription has run out of refills, please obtain a new prescription from your physician and then submit it to Walgreens Mail Service using the instructions below.

Ordering New Prescriptions

Submitting new prescriptions is easy. Simply send your completed *Registration & Prescription Order Form* to Walgreens along with a new prescription for any medication you wish to receive through mail service. The prescription should be written for up to a 90-day supply and include the number of refills your physician would like you to receive (up to one year, if appropriate). To expedite the process, ask your physician to fax the prescription using the *Fax Order Form* included in your welcome packet. **To be valid, the *Fax Order Form* must be faxed directly from your physician's office and a written prescription must be on file to process your new prescription.**

Once you are registered with Walgreens and your prescriptions have been established, you may obtain refills by mailing in the refill request slip received in every order, by calling Catalyst Rx at 1-866-854-8851 and selecting Option 1, or online at www.catalystrx.com via the "Mail Service Refills" link. Please remember to order your refill at least 14 calendar days before your supply runs out to allow for shipping and delivery of your order.

Please remember to include the appropriate copayment amount with your order. Payment can be made using a credit card, personal check or money order. Prescriptions received without payment may be returned unfilled.

Using Mail Service Can Save You Money!

Did you know that the mail service can save you time and money? It is convenient as the prescription is mailed directly to your home. It can also save you money. For example, three 30 day fills at the retail network pharmacy for a preferred brand name drug can cost you anywhere from \$75 to \$120 versus \$65 for a 90 day supply purchased through mail service.

If you have any questions, please call the Catalyst Rx Customer Service Department at 1-866-854-8851.

Sincerely,

Catalyst Rx