

**January 9, 2012**

## **Important Information for our Valued Customers Regarding Prescription Drug Benefit Claims Processing**

On January 1, 2012, our health plan transitioned the pharmacy claims processing for about one million members to our partner, MedImpact. We made this move because we believe that MedImpact will enable us to offer more cost-effective claims processing and better technology to ultimately offer our members the best-in-class pharmacy services.

At the same time, many other changes at our health plan typically happen on January 1, including the addition of new groups and updates and changes to existing benefits. New federal and state mandates also went into effect on January 1.

Due to these simultaneous events, a portion of our members experienced a disruption in services and the ability to fill prescriptions. We have a dedicated team that is researching each problem for a root cause and installing a solution. Our team has corrected a number of issues that caused these service disruptions. At the same time, we are still receiving calls in customer service from concerned members who are having issues with filling prescriptions. We are working as rapidly as possible to fix these problems.

If you or your employees are experiencing an issue with filling a prescription, please have them call customer service at the number on their member identification cards, or call the FLRx Help Desk at 1 (800) 724-5033.

We realize that our effort to solve these problems may have delayed our ability to handle some other business-as-usual customer service issues. We are using overtime and expanded staff to handle call volumes. We anticipate that most problems will be resolved shortly and we apologize for the inconvenience.

Thank you for your patience. We value your business and the opportunity to serve your group.