

From: Karen Giles [karen.giles@meritain.com]
Sent: Tuesday, November 09, 2010 3:23 PM
Subject: Egyptian Trust - Prescription Drug Program Changes Effective January 1, 2011
Attachments: 2010 ESI Maintenance Medication List_20100806.pdf; 2010 MDN Participating Providers as of 10-18-10.pdf; 2010 PBM changes approved 11-8-2010 final.pdf; Egyptian Communication Guide Updated 11-10.pdf



This email is being sent to all of the Superintendents, Board of Managers Members and Bookkeepers we have on file for the Egyptian Trust. If you received this email in error please forward to the appropriate party and contact Krista Breakfield at the Metro East Service Office of Meritain Health to update the contact information.

Dear Participating Employer Group ~

If you were in attendance at the Board of Managers meeting on November 8, 2011 you are aware that the Board voted to make changes to the Prescription Drug Program that will become effective on January 1, 2011. The attached information details the program changes and provides information you may share with your membership.

Attached are the following documents:

1. The memo explaining the changes to become effective January 1, 2011
2. List of those medications that currently fall into the category of the "Maintenance Medications".
3. List of those pharmacies in Illinois currently participating in Express Scripts Maintenance Drug Network (MDN).
4. Updated Communication Guide including Jessica's contact information.

A few comments and considerations worth mentioning:

- As these changes come just after the Home Delivery program was recently implemented on September 1, 2011, your members may experience some confusion in their prescription drug benefits. While these changes become effective January 1, 2011, it should be noted if a member has already converted their "maintenance medications" to Home Delivery and wishes to continue using Home Delivery they may continue to do so with no change in copay. If a member is receiving a maintenance medication via Home Delivery, and wishes to switch to filling their maintenance medication at a local participating Maintenance Drug Network (MDN) they may do so on or after January 1, 2011 and will experience an increased copay (as indicated on the attached memo).
- It will take some time to have changes programmed in Express Scripts system and educate the Customer Service Team relative to such changes. If members begin contacting Express Scripts prior to the changes being made in their system, the member can experience some frustration and confusion. It is recommended those members with questions relative to upcoming changes contact Scrip World at servicerequest@scripworld.com or call 1.800.830.2310 and a member of the Scrip World account management team will be able to assist in answering any questions or concerns they may have.
- Effective immediately, Jessica Renfeldt will become your prescription benefit Account Manager and point of contact replacing Michelle Boston and Rob Herberholt as your point of contact. Jessica can be reached by email at jrenfeldt@scripworld.com or by phone at 1.800.830.2310 (ext. 73287). Jessica is

the employer groups contact and we respectfully request you do not give out her contact information to your employees. With more than 180 participating employer groups in the Egyptian Trust, it is imperative that members utilize Customer Service to answer their questions and inquiries and Jessica specifically remains as your point of contact. The updated Communication Guide has been posted on www.eitrust.org including Jessica's contact information.

- Meritain Health collects all employee/member information from the employer group. This information is transmitted to all contracted vendors who work with the Egyptian Trust. Therefore, it is imperative any updates to a members information (such as address, phone numbers, etc.) are sent to Meritain Health. Changes can be made on line at www.meritain.com.
- This information will be detailed in the Winter Newsletter. Again, we rely on the employer groups to advise your membership of the availability of the newsletter indicating there are upcoming benefit plan changes outlined in the newsletter. Please be sure to distribute the information to your membership.

Sincerely,

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