HEALTHY, WEALTHY & WISE

PHARMACY BENEFIT MANAGER CHANGE

Broward County is pleased to announce our newest partner in healthcare – WALGREENS HEALTH INITIATIVES, INC. (WHI), a wholly owned subsidiary of the Walgreen Company.

Effective April 1, 2008, Walgreens Health Initiatives, Inc. will replace Express Scripts as the County’s pharmacy benefit manager (PBM). Walgreens Health Initiatives, just like ESI, contracts with all major pharmacy retailers like CVS, Publix, Walmart, Target, etc. and of course, their own retail chain, Walgreens.

There will be NO CHANGE to the current co-pay structure or mandatory 90-day maintenance medication fill requirement.

Walgreens Health Initiatives, just like ESI, will serve as both the administrator of the program as well as the provider who ships your “mail order” drugs.

Partnering with Walgreens Health Initiatives has many advantages…

• Deeper discounts that will help the County better manage the cost of this self-insured program
• Recognized name in the pharmacy industry
• Mail Order facility located in Orlando

WHI and the County are working together closely to ensure a smooth transition to your new PBM provider. To help us do this, we need your help as well.

In the next few weeks, both the County and WHI will be distributing important information via home mailings and through the County’s communication system which will include both internet and paper copy newsletter formats. It is very important that you read this information carefully and share it with other family members who are also enrolled in the program.

Employees who may be impacted by a change in the preferred formulary will receive “personalized” communication from WHI which will assist them by identifying alternative replacement medication suitable for their needs and how to easily communicate this change request to their physician.

Disclaimer

The health information in Healthy, Wealthy and Wise is for educational purposes only. Employee Benefits and/or the Broward County Board of Commissioners are not engaged in rendering medical advice or professional services and cannot provide consultation on individual health conditions. The information provided in Healthy, Wealthy and Wise should not be used for diagnosing or treating a health problem or disease. It is not a substitute for professional care. If you have or may suspect you have a health problem, you should seek appropriate medical attention from your health care provider.
WHAT DOES A CHANGE IN “PREFERRED” FORMULARY MEAN?

County employees are very fortunate to have a three tier program which provides the following:

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<thead>
<tr>
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<th>Retail (30 days supply)</th>
<th>Mail (90 days supply)</th>
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<tr>
<td>Generics</td>
<td>$5</td>
<td>$10</td>
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<tr>
<td>Brand on the Preferred Medication List</td>
<td>$25</td>
<td>$50</td>
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<tr>
<td>Non-Preferred</td>
<td>$40</td>
<td>$80</td>
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By having a three-tier program, your medication will continue to be available if the “preferred” formulary changes but at a different co-pay amount. This means that if your medication is no longer on the “preferred” formulary, you will still be able to receive your medication but at the non-preferred co-pay. Of course, the opposite may also be true that a non-preferred formulary medication under ESI’s current formulary may now be on Walgreen’s “preferred” formulary list, in which case your co-pay will decrease. Employees who may be impacted by a change in the preferred formulary will receive “personalized” communication from WHI which will assist them by identifying alternative replacement medication suitable for their needs.

WHERE CAN I FIND A COPY OF WHI’s “PREFERRED” FORMULARY LIST?

To immediately access WHI’s “preferred” formulary listing you can go to “Your Benefits and You” on the BC-Net, or www.broward.org/benefits and click on New Pharmacy Provider. Copies of the “preferred” formulary will also be included in your welcome package along with your new ID cards.

WHEN WILL I RECEIVE MY NEW ID CARDS?

ID cards will be mailed on March 15 to your home address as it is listed in the County’s payroll system. Just like ESI, you will receive two ID cards that can be used by any enrolled member. The card will reflect the employee’s name and unique ID number.

WHY IS MY WELCOME PACKAGE SO IMPORTANT?

Your welcome package will include your two ID cards, “Preferred” formulary list, a mail service registration and prescription order form, and tips and information about using your benefit. You will need to complete this mail service registration form “in advance” of receiving your first “mail” order request from WHI for you and any enrolled dependents.

WHAT IF I DON’T RECEIVE MY ID CARDS BY APRIL 1?

You may re-order a new set of cards or download a temporary ID card from MyWHI.com. If you do not have access to a computer, you may call WHI 24hours/7 days a week at 1-800-207-2568 for replacement cards.

WHAT INFORMATION WILL TRANSFER FROM ESI TO WHI?

Eligibility information for every member enrolled in the program will transfer from ESI to Walgreens Health Initiatives in advance of April 1. The information that will transfer will be your eligibility and that of your enrolled dependents eligibility along with a list of active prescriptions, meaning those that have refill availability. Personal health and payment information as well as secondary mail order shipping information will NOT transfer.

WHAT OTHER INFORMATION CAN I ACCESS THAT MAY HELP ME BECOME MORE FAMILIAR WITH WHI AND HOW THEIR PROGRAM WORKS?

You can access additional information that has been posted on: “Your Benefits & You” on the BC-Net, or www.broward.org/benefits and click on New Pharmacy Provider.
WHICH TYPE OF PHARMACY SERVICE DO I CURRENTLY USE AND HOW WILL THIS CHANGE FROM ESI TO WHI IMPACT ME?

- **Retail** used for: non-maintenance medication (i.e. antibiotics)
- **Mail Order** used for: “mandatory” 90-day maintenance medication (i.e. chronic or long-term health conditions such as blood pressure, cholesterol, etc. – certain controlled substances are not eligible for 90 day fills)
- **Specialty Pharmacy** used for: medication to treat rare chronic conditions and diseases

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### For maintenance drugs you will be allowed the first fill and one re-fill at retail.
After receiving maintenance medication twice from retail, a third request will “reject” as you are required to use mail order.

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<th>RETAIL</th>
<th>MAIL ORDER</th>
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<td><strong>New Script</strong></td>
<td>All 90-day maintenance medication scripts MUST include a quantity for a 90-day supply and include refills. Scripts written for less than a 90-day supply will reject at mail. Scripts written for a 90-day supply with no refills will also reject upon refill request.</td>
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<td>Present your new WHI card to your retail pharmacy store. Upon presentation of your card they will access your eligibility and benefit program description for co-pays and preferred formulary listing. You may use retail pharmacy for all non-maintenance drugs; and for the first two fills of a new maintenance medication. If after your first fill at retail, you and your physician determine this medication and dose are right for you, you may fill it a second time at retail and at the same time submit your mail order prescription or go to <a href="http://www.mywhi.com">www.mywhi.com</a> and have Walgreens contact your doctor to obtain a mail order prescription for you.</td>
<td>For this reason we encourage members who receive new scripts to ask for two; one script for a 30 day supply with refills to use at retail (to get you started) and one script for a 90-day supply with refills to submit for mail order. Allow two weeks for processing and delivery. Contact WHI’s Customer Care Center at <strong>800-207-2568</strong> or through <a href="http://www.mywhi.com">www.mywhi.com</a>.</td>
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<td><strong>Script with Refill Availability</strong></td>
<td>Depending on where this medication now falls within the new “preferred” formulary listing, your co-pay could change. It is recommended before you refill this medication you ask WHI if there is a change in the co-pay you will pay or go online to <a href="http://www.mywhi.com">www.mywhi.com</a> and use the price checker. Some members may now pay “lower” co-pays as a result of this formulary change. IMPORTANT: Your medication falling into a “non-preferred” status does NOT prevent you from re-ordering; you will just pay the higher third-tier co-pay until you review any alternative choices.</td>
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<td>If your medication is “not” subject to mandatory mail you may continue to refill your script in accordance with the number of refills remaining. However, depending on where this medication falls within the new “preferred” formulary listing, your co-pay could change. It is recommended before you refill this medication you ask the retail pharmacy if there is a change in the co-pay using your WHI card or go online at <a href="http://www.mywhi.com">www.mywhi.com</a> and use the price checker.</td>
<td>However, prior to April 1, members whose medications do not fall into the “preferred” formulary listing will receive personalized communication from WHI at home identifying replacement medications that may be suitable for your medical needs. These custom letters are designed in a format suitable to take or send to your physician, if you are able to change to a lower cost “preferred” medication. As mail order may take up to two weeks for processing and delivery, you are encouraged to discuss this matter with your physician as soon as possible. If you continue to order “non-preferred” medication, you will be subject to the higher third-tier co-pay amount.</td>
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WHY IS IT IMPORTANT TO REGISTER WITH WHI?

Registering you and your enrolled dependents at www.mywhi.com will provide Walgreens Health Initiatives with information such as where to ship your medications, allergies, certain health conditions and payment method. You can mail this registration form or complete it online at www.mywhi.com. We recommend you complete this registration online beginning April 1, 2008.

www.mywhi.com also allows you to:

- Order refills online
- Check mail order status
- Make payments online
- Print a Physician Fax Form
- Get an Account Summary
- Receive email updates on status of mail orders; when a script is received and shipped as well as alert you when an order has been delayed or requested too soon

SPECIALTY PHARMACY

Members who currently use specialty pharmacy medications are aware of the “specialized” higher level of customer care they receive with regard to the dispensing of these type medications. All members using such medications are provided with a dedicated customer care team who assist members by calling to remind them of refills and who go to great lengths to assist members with confidential counseling and special delivery service. This level of customer care WILL NOT change!

WHI’s Specialty Pharmacy Customer Care Center is available 24 hours a day, 365 days a year to assist you with toll free access at 1-888-823-2712.

Members currently receiving medication through “specialty pharmacy” will not only receive custom communication, but also a personal phone call from the customer care team to discuss your special needs regarding continuance of this medication.

SUMMARY RE-CAP

- Walgreens Health Initiatives (WHI) will replace Express Scripts as the County’s new pharmacy manager
- Effective date of this change: April 1, 2008
- New ID cards and member information material will be mailed March 15, 2008; temporary cards can be downloaded from www.mywhi.com effective April 1, 2008.
- Co-pay amounts and “mandatory” 90-day maintenance at mail are not changing
- Preferred Formulary Listing and other helpful information can be viewed at: “Your Benefits and You” on the BC-Net, or www.broward.org/benefits and click on New Pharmacy Provider.
- Employees must register with WHI online or by mail for mail order pharmacy
- Members whose medications do not fall into WHI’s “preferred” formulary listing as a result of this change will receive personalized communication at home about alternative choices; members who continue to use “non-preferred” medications will pay the third-tier co-pay amount.
- Members whose medications do fall into WHI’s “preferred” formulary listing as a result of this change will now pay a lower co-pay tier.
- Questions:
  ◆ First read the information posted on “Your Benefits and You” at www.broward.org/benefits
  ◆ Call Employee Benefit Services at 954-357-6700; or
  ◆ Call WHI’s Customer Care Center 24 hours/7days a week at 1-800-207-2568