

**1. Why are we switching prescription drug vendors?**

In order to manage health care costs, the university, along with several Ohio Retirement Systems, has contracted with Express Scripts (ESI) under substantially similar terms for the provision of pharmacy benefit management services. Together, through consolidated membership and pooled prescription drug spend, The Ohio State University, Ohio Public Employees Retirement System (OPERS), State Teachers Retirement System of Ohio (STRS) and School Employees Retirement System (SERS) are able to leverage greater discounts on medications.

**2. Is there a change to the prescription drug benefit structure in 2008?**

The prescription drug benefit structure will remain unchanged for 2008. You may view the current benefit at [hr.osu.edu/benefits/healthprescription.htm](http://hr.osu.edu/benefits/healthprescription.htm). Because of the collaborative between the Ohio public systems, planned changes to 2008 prescription drug benefit structure were not necessary. We will continue to evaluate the plan on a year to year basis.

**3. Do I need to obtain a new prescription from my doctor because of the vendor change?**

We anticipate that Medco will automatically transfer any active, open home delivery refills for a non-controlled substance to Express Scripts. Members may want to contact Express Scripts at 1-866-727-5867 prior to their first refill in 2008 to verify the successful transfer of their prescription and to allow ample time to obtain a new prescription from their physician, if necessary.

If you take a controlled substance or a compound medication you *will need* to obtain a new prescription from your physician in order to begin receiving prescriptions filled by ESI.

**4. What is an active, open refill?**

An active, open refill is a prescription that is still valid and has not expired. A prescription expires once it is older than 365 days. Therefore, if a member has prescription with open refills but it was written more than 365 days ago, it will not automatically transfer and they will need a new prescription from their physician.

Open refills are the number of refills remaining on a prescription. As long as your prescription has one or more refills remaining and was written less than 365 days ago it would be considered an active, open refill. A prescription that has expired will not automatically transfer from Medco to ESI.

**5. How can I check to see if my home delivery prescription transferred from Medco to Express Scripts?**

Members way want to contact Express Scripts at 1-866-727-5867 after the first of the year to ensure the transfer of their prescription.

**6. If I need a new home delivery prescription filled in December where do I send it?**

Our contract with Medco ends at the end of the day, December 31, 2007. Do not send new home delivery prescriptions to Medco after December 28, 2007 as new prescriptions sent via mail will need to allow appropriate time for mail delivery.

If you are submitting a home delivery refill through Medco via phone or through internet or mail, please refill prior to December 31, 2007 to ensure timely processing.

Medco will continue to fill prescriptions until the end of the year. If Medco receives a new home delivery prescription for an OSU member on or after January 1, 2008 they will Fed Ex the prescription to Express Scripts to ensure timely fill of the prescription.

**7. What happens if I send my home delivery prescription to Medco after January?**

If Medco receives a new home delivery prescription for an OSU member on or after January 1, 2008, they will FedEx the prescription to Express Scripts to be processed.

**8. May I still contact Medco for claim history information?**

Member claim history will be archived at Medco for seven years. If you are in need of claims history information you can contact Medco's Customer Service at 1-800-711-0920. The Medco website will not be available through Medco after January 1, 2008.

**9. Will I receive a new medical/prescription drug ID card?**

Yes, all members of the medical plan will receive their new medical/prescription drug ID card in the mail at their home address in December.

**10. Will the plan's formulary listing change with the transfer to Express Scripts?**

Our formulary is proprietary, decided upon by the OSU MHCS Pharmacy and Therapeutics Committee (P & T). The P & T Committee looks at a drugs efficacy, safety, and cost compared to similar drugs already available. Ohio State will maintain a custom formulary that will be administered by Express Scripts. However, the OSU MHCS P & T Committee will continue to meet regularly to review formulary status of new and existing drugs and any changes made will be updated and available online on the university Prescription Drug website found at: [hr.osu.edu/benefits/healthprescription.htm](http://hr.osu.edu/benefits/healthprescription.htm).

**11. Will I still be able to use my network retail pharmacy?**

The majority of retail pharmacies that are in the current Medco network such as CVS, Kroger, Wal-Mart, Walgreens, and Target will remain in the Express Scripts network. Members can locate an Express Scripts network pharmacy by going to [www.express-scripts.com/custom/a8w/pharmacy.htm](http://www.express-scripts.com/custom/a8w/pharmacy.htm).

**12. When may I contact ESI?**

Members may begin to contact Express Scripts for prescription drug benefit information as of October 1, 2007. Their OSU dedicated toll-free number is 1-866-727-5867.

ESI also offers a member preview website is located at <https://member.express-scripts.com/preview/osu>. This site contains a pricing tool, pharmacy locator, and much more.

**13. Where Can I Obtain Additional Information?**

- Benefit Design and Eligibility Questions
  - Office of Human Resources Customer Service Center  
Phone: (614) 292-1050 or 1-800-678-6010  
Email: [service@hr.osu.edu](mailto:service@hr.osu.edu)
- Transfer of Home Delivery Prescriptions (after January 1, 2008)
  - Express Scripts  
Phone: 1-866-727-5867  
Website: [www.express-scripts.com](http://www.express-scripts.com)
- Medication Pricing in 2008
  - Express Scripts  
Phone: 1-866727-5867  
Website: <https://member.express-scripts.com/preview/osu>
  - Office of Human Resources Prescription Drug Website  
Website: [hr.osu.edu/oe](http://hr.osu.edu/oe)