

Medco® Name Change to Express Scripts®

Frequently Asked Questions

Why is the Medco® name changing?

Effective September 1, 2012, Express Scripts and Medco will come together as one company to manage prescription benefits and provide greater care, convenience, and savings for your employees.

What will remain the same?

Your employees' benefits, formulary, networks, telephone numbers, and website access will remain the same. There will be no disruption of services.

- **Order new and refill prescriptions as usual.** Continue to use the same order/refill forms, website, local pharmacy, or the toll-free Medco Pharmacy Member Service telephone number on the back of your ID card.
- **ID Cards and telephone numbers will remain the same.**
 - The BIN number and information on each ID card for your group remains the same.
 - We expect your employees will continue to use a Medco branded card for quite some time.
 - Welcome Kits and ID Cards for new enrollees in your plan may still reference Medco until new supplies are available.
- **Access to Medco's member website will remain the same.** If you have a link to the Medco website on your computer, you do not need to change it.
- **Continue to use the same local pharmacies network as you do today.**

What will change?

The Express Scripts name and brand will begin to appear on member materials starting September 1, 2012. Express Scripts will also include transitional messaging on mailings and customer service greeting beginning September 1, 2012.

Over the next 18 to 24 months the Medco name will gradually be replaced with Express Scripts on all materials.

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