

<Date>

<First Name> <Last Name>

<Address 1>

<Address 2>

<City>, <ST> <Zip>

Dear <First Name>,

At BlueShield of Northeastern New York, we want to keep you informed.

Why you're receiving this letter	<b>Effective August 1, 2013</b> , your prescription drug coverage will continue to be managed by Express Scripts® but will be administered through BlueShield.
What you need to know	<p><b>Your benefits, formulary, copays, and pharmacy network will remain the same.</b> The only change you will see is that you will be receiving a new prescription benefit ID card, which you will receive before August 1.</p> <p>There will be no changes to any current prescriptions you have on file with Express Scripts. You will continue to receive them as you normally do through mail order or at your retail pharmacy. Any mail order refills or retail refills that you may have on file currently with ESI will automatically carry over to the new program administered by BlueShield.</p>
What you need to do	<ul style="list-style-type: none"><li>• Look for your new ID card in the mail this July.<ul style="list-style-type: none"><li>○ If your medical coverage is also provided by BlueShield, you will receive a single card for medical and prescription drug coverage and you will use the same card for your medical and prescription benefits.</li><li>○ If your medical insurance is through another company, keep your new BlueShield ID card for pharmacy benefits with your other ID card for your medical insurance.</li></ul></li><li>• After August 1, please discard your old Express Scripts ID card and present your new BlueShield ID card when obtaining a refill or new prescription at the pharmacy.</li><li>• If you have any questions about this change or your prescription drug benefits, please contact our Customer Service Department at 1-888-333-5031.</li></ul>

We value your membership and hope you enjoy your experience with us.

Sincerely,

Kevin Kobielski, CPA  
Director, Pharmacy Services