

Choosing the right medications for you

Prescription Drug List offers you choice

When selecting a medication, you and your physician should consult the Prescription Drug List. The list includes brand name and generic medications approved by the United States Food and Drug Administration (FDA) as safe and effective. Find the Prescription Drug List and any available cost-saving alternatives for your current medications at myuhc.com®.

Generic medications can save you money

To save money when your doctor prescribes a brand name medication, ask if a generic equivalent is available and appropriate for you. Generic medications often cost less but still must meet the same quality standards. The FDA ensures that generic medications contain the same active ingredients in the same strength as the brand name equivalents.

Easy ways to learn more about your benefits

Online at myuhc.com

Take advantage of easy registration at myuhc.com to learn more about your pharmacy benefit. After you log in, click on the "Prescriptions" tab and then on "Drug Pricing / Coverage," and you can access:

- Copayment, pricing, and coverage information about most prescription medications
- Information about lower-cost medication alternatives
- A list of participating retail pharmacies by ZIP code
- Your prescription history

You can also access myuhc.com to order refill prescriptions by mail and to manage your mail order account.

Over the phone

Call the Customer Service number on your ID card. Representatives are available to assist you 24 hours a day, every day of the year, except Thanksgiving and Christmas.

Using a participating retail pharmacy

Pick a pharmacy that is in the network

To get the most from your pharmacy benefit, you should use a participating retail pharmacy. Nearly 56,000 retail pharmacies belong to our network, including both chain and independent stores located across the United States. Whether at home or traveling, you will usually be within driving distance of a participating retail pharmacy. Filling prescriptions at pharmacies outside our network will increase your cost.

Find participating retail pharmacies near you

Visit our Web site at myuhc.com®. After you log in, click on the "Prescriptions" tab in the main menu. Next, click on "Find a Pharmacy."
OR

Call the toll-free Customer Service number on your ID card to use the voice-activated pharmacy locator.

Fill prescriptions at a participating retail pharmacy

Simply show your ID card to the pharmacist when you order. Your pharmacist will tell you how much you owe for the prescription.

prescriptions
Pharmacy Benefit
Program



It just makes sense.™

Welcome to your UnitedHealthcare pharmacy benefit!

Your benefit is convenient and easy to use. This brochure will help you use your pharmacy benefit and make cost-effective choices.

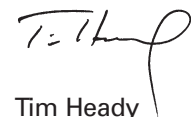
Enclosed in this pharmacy packet you will find:

- A **questionnaire** to alert us about any allergies or health problems you have. Your answers help the pharmacist identify potential safety issues, such as medication duplication or medication interactions. We will not use your personal information for any other purpose.
- A **form for ordering medications** from our mail order pharmacy, administered by Medco.
- A **return envelope** for the questionnaire and order form.

To read about your plan in detail, **visit us online at myuhc.com**®. Access information about your pharmacy benefit by clicking on the “Prescriptions” tab in the main menu.

If you have questions, **please call the Customer Service number on your ID card.**

Sincerely,



Tim Heady
Vice President of Pharmacy Benefit Management
UnitedHealthcare

Using the mail order pharmacy

Medco By Mail sends your prescription medicines directly to you by mail — a great convenience for medications you take on an ongoing basis, such as those used to treat chronic diseases like heart disease and diabetes.

Set up your mail order pharmacy service

STEP 1 The first time your doctor prescribes a medication that you will take on a regular basis, ask for two prescriptions.

The first prescription should be written for a one-month supply that can be immediately filled at a participating retail pharmacy.

The second prescription should be written for a 90-day supply of the medication with refills (instead of a one-month supply with refills). Use the 90-day prescription to obtain your medication from the mail order pharmacy. The mail order pharmacy cannot alter your prescription, which must be dispensed as written by your doctor. You will be charged a mail order copayment on any prescription you submit to the mail order pharmacy.

For example:

- *Your copayment for a medication from mail order is \$75 and your doctor writes your prescription for a one-month supply. In this example, the mail order pharmacy will dispense a one-month supply of medication and you will be charged \$75.*
- *Your copayment for a medication from mail order is \$75 and your doctor writes your prescription for a 90-day supply. In this example, the mail order pharmacy will dispense a 90-day supply of medication and you will be charged \$75.*

These examples show that it's important to maximize your pharmacy benefit by asking your doctor to write your prescription for a 90-day supply.

STEP 2 Complete the enclosed **Medco By Mail Order Form**.

STEP 3 The first time you order medication by mail, please complete the **Health, Allergy & Medication Questionnaire**. The information that you supply on this form is kept confidential. It helps the pharmacist check for potential medication interactions.

STEP 4 Mail the order form with your prescription, payment, and questionnaire in the envelope provided.

Filling prescriptions at the mail order pharmacy

Use the process that is most convenient for you to fill and refill mail order prescriptions:

FAX Give your doctor your ID number. Then have your physician call **1-888-EASYRX1** (1-888-327-9791) to get instructions about how to fax your prescription to the pharmacy.

MAIL Use the **Medco By Mail Order Form**.

Refill your order

When you have only a two-week supply of your medication left, it's time to reorder. Have your ID number, prescription number (the 12-digit number on your refill slip), and credit card ready.

Log on to our Web site at **myuhc.com**®. Then click “Prescriptions” in the main menu and follow the directions online. You may also call us by phone at **1-800-4REFILL** (1-800-473-3455), or mail the prescription using the **Medco By Mail Order Form**. Be sure to record your confirmation number.

Pay for your prescription

You may pay by check, money order, Visa, MasterCard, Discover/NOVUS, American Express, or Diners Club. If you prefer to pay all orders by credit card, you can set up an automated payment plan by calling 1-800-948-8779.

Receive your order

We promptly deliver your order in a package that doesn't indicate the contents. Your prescription order will be delivered to you within 7 – 11 days. Your package will include:

- Medication container
- Refill instructions
- Information about your medication

Insurance coverage provided by or through: United HealthCare Insurance Company, United HealthCare Insurance Company of New York, or their affiliates. Health Plan coverage provided by or through: United HealthCare of Alabama, Inc., United HealthCare of Arizona, Inc., United HealthCare of Arkansas, Inc., United HealthCare of Colorado, Inc., UnitedHealthcare of Florida, Inc., United HealthCare of Georgia, Inc., UnitedHealthcare of Illinois, Inc., United HealthCare of Kentucky, Ltd., United HealthCare of Louisiana, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., United HealthCare of the Midlands, Inc., United HealthCare of the Midwest, Inc., United HealthCare Mississippi, Inc., UnitedHealthcare of New England, Inc., UnitedHealthcare of New Jersey, Inc., UnitedHealthcare of New York, Inc., UnitedHealthcare of North Carolina, Inc., United HealthCare of Ohio, Inc., United HealthCare of Tennessee, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare of Upstate New York, Inc., United HealthCare of Utah, UnitedHealthcare of Wisconsin, Inc.

Written health information never replaces the advice of your doctor. Federal law prohibits the return of dispensed prescription medication. Your plan benefit determines the maximum quantity that can be dispensed. The pharmacist's judgment and dispensing restrictions such as quantities allowable govern certain controlled substances and other prescribed medications. Medco follows strict quality and safety controls. Licensed, registered professionals staff our pharmacies. Consultations with a registered pharmacist are available around the clock by calling the Customer Service number on your ID card.