



# CARES Connection

A Publication for CARES Members

Volume 4, Issue 1  
Spring 2009



## Special Edition

### CARES Selects Express Scripts

**Effective September 1, 2009** The CARES Board of Directors has selected **Express Scripts (ESI)** as our pharmacy benefit manager to focus exclusively on providing CARES members with superior clinical innovation and customer service while providing guidance to help us control prescription drug costs.

Both CARES and ESI place the value of health above the cost of a prescription; however, as you are aware, many medical conditions have multiple prescription drug treatment options. Although these options often provide similar and in many cases, identical results, the cost for these drugs can vary significantly. Although we have made every effort to ensure that coverage is not disrupted, the list of preferred brand name drugs will change. Beginning on September 1st some of your copayments may be lower and some of your copayments may be higher. Remember that utilizing a generic medication will always save you money.

**Beginning on May 1, 2009**, you may contact Express Scripts to ask questions about your prescription benefits by calling 1-866-776-0056, 24 hours a day, seven days a week. Or you can access prescription drug information online by visiting **Express Preview** at <http://member.express-scripts.com/preview/cares>.

- **Express Scripts will provide separate coverage for prescriptions; however, CIGNA will continue as our medical claims administrator.**
- **We are not changing the current prescription benefit plans or the copayment structures—your current prescription plan will remain in effect through December 31, 2009.**
- **You will have an opportunity to change your benefit plan elections at annual enrollment (scheduled for mid-fall for benefit changes effective on 1/1/2010).**



#### **Important information for Flexible Spending Account Participants**

The automatic claim submission process for prescription drug copayments will no longer be available beginning on September 1, 2009. If you participate in the healthcare FSA and have money remaining in your account, you will need to pay the applicable copayment when you purchase your prescriptions and submit your detailed pharmacy receipts along with a FSA claim form to CIGNA for reimbursement.

Please review the attached detailed "Questions and Answers" supplement for answers to common questions. We will continue to provide ongoing education and support throughout the coming months.

**Express Preview** will be available beginning on **May 1st**. You will be able to estimate your expenses, receive tips on ways to save money, view the plan's formulary, and locate participating pharmacies.  
<http://member.express-scripts.com/preview/cares>

#### **Call us with your Questions**

For more information about your prescription benefits, please call the Express Scripts' dedicated toll-free number (24 hours a day, 7 days a week) **beginning May 1st**.

**1-866-776-0056**

CARES Connection is a publication of Collegiate Association Resource of the Southwest, Inc. Send your comments, recommendations, or questions to: [connection@caresbenefits.org](mailto:connection@caresbenefits.org)

The information in CARES Connection is intended to complement the advice of your health care provider and not to replace it. Before making any changes in your medication, diet or exercise, consult with your health care professional.