



You may obtain your prescription medication through **Medco By Mail**, our mail-order pharmacy, or at a participating retail pharmacy, depending on your prescription drug benefit. To get started with mail order, please take the attached "Prescription Request" fax form to your doctor. Have your doctor complete the form and fax it to us at 1 800 837-0959 with your prescription.

For more information about Medco and your prescription drug benefit, visit us online at **www.medco.com** or call the toll-free Member Services number shown on the back of your prescription drug ID card.

Sincerely,



Marilyn Wollett, R.Ph.  
Director of Pharmacy Practice

### **Answers to some frequently asked questions**

#### **What happens after my doctor calls for a coverage review?**

If coverage is approved for any medication that is not covered, you will pay your normal **tier** co-payment for these brands. If coverage is denied, you will be responsible for the entire cost of the medication at your participating retail pharmacy.

#### **I still have refills on a PPI prescription that is now going to require a coverage review. Can I fill them through Medco By Mail or at participating retail pharmacies?**

If you have refills remaining on any medication that is not covered through mail order or at a retail pharmacy, they will be covered until <<Effective Date>>.

If you submit a prescription for any medication that is not covered by mail order, your doctor will be contacted to see if generic omeprazole, or *Nexium* is appropriate for you. If your doctor approves the change to a covered proton pump inhibitor (PPI) drug, you will receive the new medication along with a letter explaining your doctor's decision.

If you submit a prescription for any medication that is not covered at a participating retail pharmacy, your retail pharmacist may contact your doctor to seek approval for a PPI drug covered by your plan.

#### **I heard there is an over-the-counter (OTC) drug that's available. Can I use this?**

In addition to the medications listed in the table, another possible alternative is the OTC version of omeprazole, *Prilosec OTC*<sup>®</sup>. The U.S. Food and Drug Administration approved this medication for short-term use to treat frequent heartburn. However, you should never change your medication without first discussing it with your doctor. It is also important to read and follow the label directions for *Prilosec OTC* unless otherwise directed by your doctor. The manufacturer recommends that you contact your doctor if heartburn continues or worsens, if you need to take *Prilosec OTC* longer than 14 days, or if you need to take *Prilosec OTC* for more than one course of treatment (14 days) every 4 months.

#### **Can I get *Prilosec OTC* through mail order?**

No. Currently Medco By Mail generally provides only prescription medications. You can purchase *Prilosec OTC* at retail pharmacies and other stores.

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**Medco manages your prescription drug benefit at the request of your health plan.**