



BlueShield of Northeastern New York
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STAT Bulletin

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To: All Providers

Contracts Affected: All lines of business

Medco to Change Name to Express Scripts

Why you're receiving this Stat

Effective September 1, 2012, Medco® will be Express Scripts®.

What you need to know

Only the name will change. Everything else remains the same.

- Benefits, formulary, networks, telephone numbers, ID cards, forms and website access remain the same.
- Patients will continue to follow the same process to fill prescriptions.

NOTE: References to both Medco and Express Scripts will be seen until the full name transition is complete.

What you need to do

Please share this information with your staff and patients and reassure them that this is a name change only. There will be no disruption of services. More detail is available in the attached Frequently Asked Questions document.

If you have any questions regarding this transition, please contact your Provider Relations account specialist at 1-518-220-5601

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 patients.

What will remain the same?

Your patients' 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 the patient's ID card.
- **ID Cards and telephone numbers will remain the same.**
 - The BIN number and information on the patient's ID card remains the same.
 - We expect your patients will continue to use a Medco branded card for quite some time.
- **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 patient materials starting September 1, 2012. Express Scripts will 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.

healthy changes everything.®



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