



EXPRESS SCRIPTS®

<Date>

IMPORTANT NOTICE ABOUT WALGREENS

You have many options to fill your prescriptions – **Act Now!**

<Member Name>
<Member Address #1>
<Member Address #2>
<Member Address #3>
<City, State Zip>

Dear <First and Last Name>:

Express Scripts — the company that manages your prescription-drug benefit — wants to let you know of an important upcoming change. Walgreens* has publicly announced it will stop participating as a provider in your pharmacy network effective January 1, 2012. Express Scripts is very committed to keeping your prescription drugs affordable and accessible. Your network contains tens of thousands of other conveniently located pharmacies that offer the same medications at a lower cost than Walgreens. Even if you don't see a difference in the amount you pay at the pharmacy today, the higher costs charged by Walgreens may affect your future premiums.

Express Scripts will continue to ensure that you have convenient access to the medications you need. On average, there is another network pharmacy within one-half mile of a Walgreens pharmacy.

You can move your prescriptions now to convenient home delivery from the Express Scripts PharmacySM or one of your neighborhood pharmacies listed below and avoid having to change pharmacies at the end of the year. The Express Scripts Pharmacy can be used to fill a 90-day supply of maintenance medications — those you take on a regular basis for ongoing conditions — and standard shipping is free.

Choose a pharmacy that works for you

The pharmacies listed below are close to the Walgreens* at <pharmacy street address>, where you filled your most recent prescription, and are ready to serve you for all of your current and future prescription needs.

<Pharmacy Name 1>	<Pharmacy Name 2>	<Pharmacy Name 3>
<1 st Address Block>	<1 st Address Block>	<1 st Address Block>
<2 nd Address Block>	<2 nd Address Block>	<2 nd Address Block>
<City, State, Zip Code>	<City, State, Zip Code>	<City, State, Zip Code>
<Phone>	<Phone>	<Phone>

For a complete list of local participating pharmacies, sign in at www.Express-Scripts.com and click on Find a Pharmacy.

It's easy to change pharmacies

Simply transfer your prescriptions to the new pharmacy by doing **one** of the following:

- Take your prescription bottle to your new pharmacy; they will contact your old pharmacy to transfer your prescription.
- Call your new pharmacy and ask them to contact your old pharmacy.
- Ask your doctor to call your new pharmacy with your prescription information.
- Visit www.StartHomeDelivery.com to begin receiving up to a 90-day supply of your maintenance medications at home.

We regret any inconvenience that Walgreens' actions have caused you. If you have any questions, please visit Express-Scripts.com or call us at 1.877.508.1379. **Please note: Any existing home delivery prescriptions from the Express Scripts Pharmacy are not affected by this change.**

Sincerely,

Express Scripts

* Walgreens-owned affiliates include Duane Reade, Happy Harry's and OptionCare.

Frequently Asked Questions

1. Why will Walgreens* pharmacies no longer be in my network beginning January 1, 2012?

Reducing costs for plan sponsors helps Express Scripts maintain its commitment to make prescription drugs affordable and accessible for all of our members. Your network contains tens of thousands of other conveniently located pharmacies that offer the same medications at a lower cost than Walgreens. Even if you don't see a difference in the amount you pay at the pharmacy today, the higher costs charged by Walgreens may affect your future premiums.

2. Is Walgreens* still in my network through the end of this year?

Yes. Walgreens is still a participating pharmacy in your network through the end of 2011; however Walgreens will be out of your network beginning January 1, 2012.

3. How can I find another pharmacy in my network?

On average, there is another network pharmacy within one-half mile of a Walgreens pharmacy. Our Pharmacy Locator tool at Express-Scripts.com can provide other in-network options. To ensure a smooth transition, we recommend you move your prescription now to another convenient in-network pharmacy and avoid having to change pharmacies at the end of the year.

4. Are other pharmacies affected by this situation or only Walgreens?

Only Walgreens-owned pharmacies in our network are affected. Walgreens also operates under Duane Reade, Happy Harry's and OptionCare. The other pharmacies in our network are unaffected and eager to serve you.

5. Can I get my prescription filled at a nonparticipating pharmacy?

If you use a nonparticipating pharmacy, you will pay the full price for your prescription.

6. Will there be a change to the price of my prescription?

In most cases, your copayment will not change. However, there could be slight variations depending on your specific benefit plan.

7. My Walgreens pharmacy is open 24 hours; the other pharmacies you provided are not. What should I do if I need a 24-hour pharmacy?

There are other convenient 24-hour pharmacy choices, often just down the street in the same neighborhood as Walgreens. Our Pharmacy Locator tool at Express-Scripts.com can provide other in-network options that provide 24-hour service.

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