CONTACT CENTER TALKING POINTS AND FAQS

Background

Express Scripts, a pharmacy benefit manager, completed its merger with Medco Health Solutions on 4/2/12. The combined company will be known as Express Scripts. Patients will get their prescriptions in the same way they did before. There is no change to their pharmacy benefits as a result of the merger.

Some members may have questions. If you get calls from members who have questions about the merger, please use the following talking points.

Talking Points

• Express Scripts and Medco Health Solutions recently merged. The combined company will be known as Express Scripts. However, Medco members will continue to see the Medco name for now.
• Members will continue to receive the medications they need without changes to their pharmacy benefit or retail pharmacy network.
• No action is needed by members; they should consider it business as usual.
• Members can continue to call the number currently listed on their benefit card or their home delivery bottle for refills or for any pharmacy-related questions.
• Members can continue to use the same website and mobile app.
• The combined company will improve patient health while driving down the cost of prescription drugs.

1. What kind of company is Express Scripts? Or Medco?
   • Express Scripts and Medco are pharmacy benefit managers. The combined company will improve patient health while driving down the cost of prescription drugs.

2. When was the merger finalized?
   • 4/2/12
3. How will the merger impact me as a member?
   • There are no changes to your pharmacy benefit as a result of the merger. You are not required
to do anything. Your prescription-drug benefits or home-delivery services will not be affected.
   You will continue to get the medications you need and the same high-quality service you expect.
   For the immediate future:
   o Your medication packaging/labels will remain the same.
   o You will continue to make your payments payable to the same company you always
   have.
   o You will not need to change retail pharmacies.
   o You will continue to send your prescription orders to the same home delivery pharmacy
   address.
   o You will continue to use the same phone number to contact us.
   o You will continue to use the same website and mobile app.

4. Will my medication packaging/labels look different?
   • It is business as usual for the immediate future.
   • Express Scripts medications will arrive in Express Scripts bottles with Express Scripts labels.
   • Medco medications will arrive in Medco bottles with Medco labels.
   • For now, there is no anticipated change to packaging.

5. Will my medications be more expensive?
   • No. There will be no changes in your prescription-drug plan or your medications as a result of
   the merger, and you will continue to receive the same high level of care you expect.

6. Will my copayment change?
   • No. Your copayment will not change as a result of the merger. Your plan sponsor determines
   your copayment.
   • You will continue to receive the same high level of care you expect.

7. Will my medications be shipped from another location?
   • No. You will receive your medications as you have before. Your prescription-drug benefit or
   home delivery services will not be affected.

   Note: Medications routinely ship from different pharmacies based on a number of factors,
   including weather, supply, etc. This is business as usual and not as a result of the merger.