

Important Change to Your Mail Order Effective January 1, 2011

As of January 1, 2011, your prescription mail order service has changed. With this change, your prescription ID card has also been updated to reflect this new information, and was mailed out to each eligible Local 338 member. Your mail order service with Duane Reade terminated as of December 31, 2010. Your mail order prescriptions will now be serviced through the HealthTrans Mail Order service. This change will provide you with both superior service and value, and the latest technology in mail order prescription service.

Key items you need to know:

- This change became effective January 1, 2011.
- **Your existing prescription(s) with remaining refills will be transferred from Duane Reade to HealthTrans Mail Order.**
 - **The only exception is if a controlled substance Schedule II narcotic prescription is on file. The law does not allow for the transfer of Schedule II controlled substances. If you have an existing Schedule II narcotic prescription(s) on file, it will not be transferred from Duane Reade to HealthTrans. You will need to contact your physician for a new prescription for your Schedule II medication(s) for the maximum allowed by your plan, with appropriate refills for mail service.**
 - **Tip:** If you do have refills available, although the refill information will automatically be transferred to HealthTrans' Mail Order, it is advised that you contact HealthTrans' Mail Order to proactively provide them with your address and payment information. Or, you may complete a Patient Profile form and send it to HealthTrans' Mail Order.
 - Otherwise, you do not need to contact your physician for a new prescription for any medications filled in the last 120 days, if refills are available, as HealthTrans has already obtained this information on your behalf.
- Any new prescription(s) will need to be mailed to HealthTrans Mail Order along with your completed Patient Profile form, which can be located at www.htmailorder.com or can also be found in the mailing containing your new ID card.
- If you have any questions, or would like to verify the prescriptions we have on file for you, please contact HealthTrans Mail Order at (877) 839-8121. This change will not interfere with your prescription service or delivery. Your medication orders will continue to be fulfilled with the same efficiency and service you have come to expect.
- **Ordering:** You may order your medications by phone, fax, or mail, and you can also order refills through HealthTrans' secure Web site at www.htmailorder.com.
 - **Tip:** It's best to order your refill when 75% of the previously fill has been consumed – usually, about 2 weeks before the 90 days are up. This will ensure that your prescription is filled and received prior to running out of your current medication.
 - You may also want to use our electronic refill reminders, which are available by email to help ensure you order your refills in time.
- Please visit www.htmailorder.com or call the HealthTrans Mail Order at (877) 839-8121 to obtain additional information and prescription refills.

HealthTrans looks forward to providing you with excellent service, support, and value. If you have any questions or concerns regarding this transition, please contact HealthTrans Mail Order at (877) 839-8121.