

**Q – What is FutureScripts™?**

A – FutureScripts is the new Pharmacy Benefit Manager (PBM) for Independence Blue Cross (IBC) prescription drug programs. FutureScripts will provide claims processing, contract directly with retail pharmacies, and negotiate directly with prescription drug manufacturers.

**Q – How will the transition from Caremark to FutureScripts™ affect me?**

A – You will see few changes as a result of the transition to FutureScripts. We will continue to provide you with the same comprehensive benefits that you receive today as well as access to an extensive retail pharmacy network and online claims processing. In most cases, the pharmacy you use today will participate in the FutureScripts pharmacy network, which has more than 56,000 retail pharmacies nationwide and includes all major chains.

**Q – When does the change to FutureScripts take effect?**

A – The transition is effective October 1, 2006.

**Q – Will my prescription drug benefits remain the same with the transition to FutureScripts?**

A – Yes, your prescription drug benefits will remain the same. Deductible amounts, copayments and/or coinsurance levels will not change as a result of the transition.

**Q – Is my current ID card still valid?**

A – Yes, you should continue to use your current ID card until September 30, 2006.

**Q – When should I begin using my new ID card?**

A – Beginning October 1, 2006, please use your new ID card with the FutureScripts name when filling a prescription at a retail pharmacy. You will also need to use the information on your new ID card when submitting a prescription to the mail order pharmacy.

**Q – Why is it necessary to reissue new ID cards?**

A – The new ID cards have the FutureScripts name and claims processing information on the front of the card. It is necessary to issue new ID cards with the FutureScripts name so that pharmacies can update their systems and submit claims correctly. The new Member Service number is also printed on the front of your new ID card for easy reference.

**Q – After the transition to FutureScripts, can I continue to purchase my prescriptions at the pharmacies I use today?**

A – Yes you can. In almost all cases, the pharmacy you use today will participate in the pharmacy network, which has more than 56,000 retail pharmacies nationwide including all major chains. To determine if the pharmacy you use today is part of the network, please call the Member Services phone number on your ID card.

**Q – Will I need to show my new ID card with the FutureScripts name when I go to the pharmacy to drop off or pick up a prescription on or after October 1, 2006?**

A – Yes, as of October 1, 2006, please present your new ID card at the pharmacy so that the pharmacy can update your records and begin submitting claims to FutureScripts on your behalf. Additionally, you should check that the pharmacy is using your member ID number that is on your new ID card with the FutureScripts name.

**Q – Will I need to get a new prescription if I have refills remaining at the retail pharmacy?**

A – As long as you have valid refills remaining on a previously filled prescription, you will not need a new prescription. If the retail pharmacy is a participating pharmacy, you will just need to present your new ID card with the FutureScripts name to obtain your refill and ensure that the refill claim is processed accurately. Additionally, you should check that the pharmacy is using your member ID number that is on your new ID card with the FutureScripts name.

**Q – Who can I contact with questions about my prescription drug plan?**

A – For inquiries specific to our transition to FutureScripts, please call the Member Services number on the front of your ID Card.

**Q – What should I do if the pharmacist has a question about my prescription drug benefits?**

A – If the pharmacist has any questions regarding the processing of your prescription, he or she can call the phone number on the front of your ID card.

**Q – Will there be any impact to my mail order benefits?**

A – Caremark will continue to administer the mail order program and handle some of the specialty drug pharmacy needs for IBC. Please continue to send mail order prescription requests and refills directly to Caremark. If you have a mail order prescription with refills remaining, the prescription will continue to be refilled. Once you have used all the refills on the prescription, you will need to obtain a new prescription and send it to Caremark. (For members with mail order benefits only)