



MASSACHUSETTS

P.O. Box 52429, Phoenix, AZ 85072-2429

| Blue MedicareRx[®] (PDP)

NAME
ADDRESS

Dear :

Thank you for your interest in Blue MedicareRxSM (PDP). Enclosed in this packet you will find the following material(s):

Appointment of Representatives Form - The Appointment Representatives Form allows you to authorize someone to act as your representative to make any claim request, present or elicit evidence, obtain claim or appeals information and to receive any notice in connection with your appeal.

Comprehensive Formulary - The Comprehensive formulary provides a complete list of covered drugs for your specific Blue MedicareRx plan. The formulary also includes sections on how to read the drug list, prior authorization, quantity limits and step therapy drugs, when to file an exception for uncovered drugs, and how to transition to a covered drug on our plan. If you don't see your drug listed, we may still cover it. You can call our Customer Care representatives to find out for sure.

Blue MedicareRx may add or remove drugs from the list as necessary to promote safety and savings for our members. You can always visit us online to see any changes to the formulary or to print an updated version of this document. Our Web site, Groups.RxMedicarePlans.com, provides easy-to-use tools that allow you to review your prescription history, order online refills from the CVS Caremark mail service pharmacy and review health and wellness content.

Mail Service Order Form and Instruction Sheet - The Mail Service Order Form allows you to order a 30- or 90-day supply of drugs that you take on a regular basis, such as for a chronic or long-term medical condition, to be delivered to your home through the CVS Caremark mail service pharmacy. This form can be used to order new prescriptions or to refill an existing prescription. Included with the Mail Service Order Form is an Instruction Sheet which provides instructions on how to fill out the form.

Medicare Part D Prescription Claim Form - The Medicare Part D Prescription Claim Form allows you to request that Blue MedicareRx pay you back for our share of the cost of a prescription drug that you have paid for in certain situations. Such situations include when you use an out-of-network pharmacy to get a prescription filled, when you pay the full cost for a prescription because you don't have your plan membership card with you, or when you pay the full cost for a prescription in other non-routine situations. Along with the Claim Form you must mail your receipt documenting the payment you have made.

Pharmacy Directory - The Pharmacy Directory details how to use Blue MedicareRx retail and mail service network pharmacies, how to request an exception for out-of-network prescriptions, and how to file a paper claim. The Directory also provides a list of participating pharmacies in your area. If you need a directory for another area, please give us a call. You can also find a network pharmacy on our Web site, Groups.RxMedicarePlans.com.

Blue MedicareRx is designed to give you peace of mind

- **Safety.** Our disease and prescription management programs involve your doctors and pharmacists. Working together, we can minimize potentially harmful drug interactions and medication errors.
- **Savings.** We work hard to provide your drugs at the greatest savings possible, whether you take just a couple of medications or require more complex drug regimens. We cover the most-commonly prescribed drugs, leaving the choice of brand-name and generic medications to you.
- **Service.** We are in the business to provide hassle-free, smooth drug coverage experiences to all our participants. If you have questions, we will do our best to answer them the first time you call. If you have concerns, we'll get them resolved promptly.

We Look Forward to Serving You

Providing quality service to you is our focus. If you have questions about the information provided, please contact Customer Care at 1-888-543-4917, 24 hours a day, 7 days a week. TTY/TDD users should call 1-866-236-1069. Or visit our Web site at Groups.RxMedicarePlans.com.

Sincerely,

Blue MedicareRx

Enclosure

Blue Cross and Blue Shield of Massachusetts, Inc., is an Independent Licensee of the Blue Cross and Blue Shield Association.

Anthem Insurance Companies, Inc., Blue Cross and Blue Shield of Massachusetts, Inc., Blue Cross & Blue Shield of Rhode Island, and Blue Cross and Blue Shield of Vermont are the legal entities which have contracted as a joint enterprise with the Centers for Medicare & Medicaid Services (CMS) and are the risk-bearing entities for Blue MedicareRx (PDP) plans. The joint enterprise is a Medicare-approved Part D Sponsor. Enrollment in Blue MedicareRx (PDP) depends on contract renewal.

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