



October 1, 2009

Dear Valued Member,

Coventry Health Care and our Health Plan affiliates are always looking for ways to improve the health care experience. We are pleased to introduce improvements to your pharmacy benefit resources. *There is nothing for you to do at this time.* This letter is to tell you more about the resources you will see beginning January 1, 2010.

Coventry is expanding our relationship with Medco to administer your pharmacy benefits. This change will give you access to additional features to make the most of your pharmacy benefits:

- Easy-to-use web tools which may allow you to identify greater savings opportunities by giving you the lowest-cost choices for medications
- Helpful e-mail reminders for mail-order prescriptions making it virtually impossible to forget to order maintenance drugs
- Telephonic support from specialist pharmacists for members with ongoing conditions, such as diabetes or asthma
- An experienced specialty pharmacy, Accredo, for members using specialty medications

Coventry is working with Medco for a smooth transition. The national pharmacy network includes over 62,000 pharmacies and is comparable to the existing network. To make this an easy transition, Coventry will give Medco your information about prior authorizations and open refills on mail-order and specialty prescriptions before January.

In the coming months, we will mail detailed instructions to assist our customers in making the move to Medco. *At this time you do not need to do anything.* Continue to fill prescriptions at your local pharmacy, and use the current process and forms. Please watch your mail for additional information in December.

Sincerely,

Coventry Health Care