



IMPORTANT: MAIL ORDER PHARMACY CHANGE

On December 1, 2008, CVS Caremark, one of the country's largest and most valued names in pharmacy, will replace Express Scripts as Health Net's mail order pharmacy.

In November, we will send you more specific information on how to use CVS Caremark. If you have not used mail order before, we will provide you all the information you need to begin using this convenient and potentially lower cost option.

- This change *only* affects prescriptions filled through the mail order pharmacy
- If you currently use mail order pharmacy services from Express Scripts, we want to let you know that:
 - Any remaining prescription refills will be automatically transferred to CVS Caremark as of December 1st *.
 - To order and receive medications from CVS Caremark (including refills transferred from Express Scripts), you will need to register with CVS Caremark to provide shipping and billing information. As mentioned above, information on how to register will be sent to you in November.
 - If there are no remaining refills left on your current mail order prescription or if your prescription has expired, you will need a new prescription from your doctor. Most prescriptions expire after one year.

Please continue refilling your existing mail order prescriptions with Express Scripts through November 30, 2008.

If you have questions about the change in mail order pharmacies or your mail order benefit in general, call our Customer Service department at the toll-free number located on your Health Net identification card.

Thank you for choosing Health Net. We appreciate the opportunity to serve you.

* *When covered by your plan, refills for controlled drugs, e.g., Ambien, Androgel, Ativan, Clonazepam, Codeine, Concerta, Lorazepam, Lunesta, Lyrica, Temazepam, Vicodin, Xanax, Zolpidem, and others like them, cannot automatically transfer from Express Scripts to CVS Caremark. If your prescription is for a controlled drug, you will need a new prescription from your doctor.*