

July 16, 2010



Phone: 248.355.9600
WWW.JSCLARKAGENCY.COM

**BCBSM Rx Drug and Affinity Rx Discount Card Drug Coverages
Transitioning from MedImpact to Medco Health Solutions**

MEDCO NOW HANDLES ALL RETAIL AND MAIL-ORDER PHARMACY CLAIMS FOR THE BLUES

Beginning with dates of service on or after July 1, 2010, the Michigan Blues will transition all remaining pharmacy claims processing for BCBSM members with prescription drug coverage or the Affinity Rx Discount Card from MedImpact to Medco Health Solutions, Inc.®

When this occurs, all retail and mail-order pharmacy claims processing for all BCBSM and BCN prescription drug program members will be performed by Medco.

This final phase of the Blues transition to Medco also means that affected members must begin using Medco's pharmacy network when they need prescriptions filled *outside* of Michigan.

HELPFUL INFORMATION

Attached are copies of two recent memo's that BCBSM distributed to pharmacies; however it is plausible that not every pharmacist will receive the information and you may encounter an employee who experiences a conversion issue. We encourage you to keep these documents on hand should one of your employees experience difficulty with processing a claim.

The first memo, pre-conversion and dated May 18th, provides pharmacies with claims processing information and contact numbers should they encounter a claims issue.

The second memo, post-conversion dated July 2nd, provides pharmacies with clarifications to common billing errors that are occurring due to the transition.

QUESTIONS

The help desk numbers for Medco Pharmacy Services and BCBSM Pharmacy Clinical provided in the two memos are to assist with the Pharmacists and Physicians ONLY! Blues Members who need assistance should call the following customer service numbers:



800.662.6667



800.637.2227

If you have any questions regarding this release, please contact your J.S. Clark Agency Account Manager at **248.355.9600**.