



CareOregon Advantage

315 SW Fifth Avenue, Suite 900
Portland, Oregon 97204
503-416-4279 or 888-712-3258
800-735-2900 (TTY/TDD)
Daily 8 am — 8 pm
www.careoregonadvantage.org

<Date>

Important Notice About Walgreens

Dear Member,

At CareOregon, we are committed to helping you get the services you need. We want to tell you about an important change that may affect you. Walgreens has announced that their stores will no longer be a part of our pharmacy network. You will no longer be able to fill your prescriptions at Walgreens beginning January 1, 2012.

You may have already received information from Walgreens about this change. Here are few things you should know:

- You do not have to change Medicare plans to find another pharmacy.
- There are often other pharmacies in the CareOregon pharmacy network within a few blocks of a Walgreens.
- This month you will receive a new provider directory that lists all pharmacies currently available to you in 2012.
- You might want to move any prescriptions you fill at Walgreens to another pharmacy in your network now, but don't need to until the end of this year.
- Please see the enclosed handout about how to use a different pharmacy for your prescriptions
- You still can fill your prescriptions at Walgreens until December 31, 2011.

We hope the information will help you plan for this upcoming change. If you have questions or need help to find a different pharmacy, please call our customer service department at 503-416-4279 or toll-free at 1-888-712-3258. TTY/TDD may call 1-800-735-2900. Our goal is to help you make the most of your Medicare coverage now and in the future.

Sincerely,

Pharmacy Unit
CareOregon Advantage

Change in Pharmacy
09/09/11

H5859_1009_PH_0010
File and Use 09/14/2011

Helpful Steps on How to Switch Pharmacies

1. Identify another pharmacy in the CareOregon pharmacy network that you would like to use.
2. If it is time for a refill, take the bottle or container for your prescription to the new pharmacy. Tell them you would like to switch your prescription to their pharmacy, and they will call your old pharmacy and transfer the prescription. You also can ask them to transfer all of your other prescriptions
3. If it is time for a doctor's visit, let your doctor or his/her office know that you are making this change, and ask him/her to write you new prescriptions. Take the new prescriptions to the new pharmacy and begin filling your prescriptions there. Your doctor may be willing to simply call the new prescriptions into the pharmacy for you, so make sure to ask.
4. In either case, remember to let your doctor(s) know that you are now using a new pharmacy for future prescriptions

CareOregon is available to help you find a new pharmacy or to answer any other questions you might have about switching pharmacies or to help you with special pharmacy needs.

We hope this information will help you change pharmacies. If you have questions or need help to find a different pharmacy, please call our customer service department at 503-416-4279 or 1-888-712-3258. TTY/TDD can call 1-800-735-2900. Our goal is to help you make the most of your Medicare coverage now and in the future.