



CareOregon

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TO: Network Providers
FROM: Provider Relations Department
SUBJECT: Pharmacy Benefit Manager Change
DATE: 12/02/2009

CareOregon is pleased to announce that on January 1, 2010, Express Scripts, Inc., will administer pharmacy benefit management services for CareOregon (Medicaid) and CareOregon Advantage (Medicare). Please note the following important information related to this change:

- **New Fax Number for Rx Prior Authorization and Formulary Exceptions**
Effective December 28, 2009, the Rx prior authorization Fax number will change. New prior auth forms and the fax number will be posted in the provider section of our web site in mid-December. www.careoregon.org/provider/provider.html
- **New Phone Number for After-Hours Pharmacy Benefit Assistance**
Effective January 1, 2010, please call **Express Scripts** at **877-526-2313** for assistance with pharmacy benefits when CareOregon is closed for business. Express Scripts customer service will assist providers with formulary inquiries and prior authorization and formulary exception requests as well as emergency and transition supplies.

Note: For assistance Monday-Friday 8 a.m. to 5 p.m. and to request an appeal or provider reconsideration for a denial, please continue to call CareOregon at 503-416-4100 or 800-416-4240.

We strive to ensure that this is a smooth transition for our members and providers. The PBM transition will not affect pharmacy benefit policies or formularies. Existing approved prior authorizations will be transferred to the Express Scripts system for uninterrupted coverage and successful claims adjudication on 1/1/10.

If you have any questions concerning this transition, please call our Customer Service Department at 503-416-4100 or toll free at 800-224-4840.