

**Important Benefit Update****Attention Member****IMPORTANT:**

**If you have not received your Welcome Packet, please present this letter to your Express Scripts network pharmacist to accurately process your prescriptions.**

If you have any questions about your new prescription benefit program, please contact Express Scripts' Customer Service at 800-396-2240.

**Notice to Express Scripts Participating Pharmacies**

As of 1/1/2011, Concentra's pharmacy benefit program will be administered by **Express Scripts**. To simplify your prescription processing, please link the cardholder and all members of their family to **Express Scripts**.

Please follow the action steps listed below to enter the claim.	
<b>Step 1</b>	Enter Bin # <b>003858</b>
<b>Step 2</b>	Enter Processor Control <b>A4</b>
<b>Step 3</b>	Enter Rx Group #: <b>K8RA</b>
<b>Step 4</b>	Enter 9 digit member ID # (Employee SSN)
<b>Step 5</b>	Enter the member's date of birth

**NEED  
ASSISTANCE?**

Pharmacist, if you have any questions while processing the claim, please call the Express Scripts' Pharmacy Help Desk  
**(800) 824-0898**