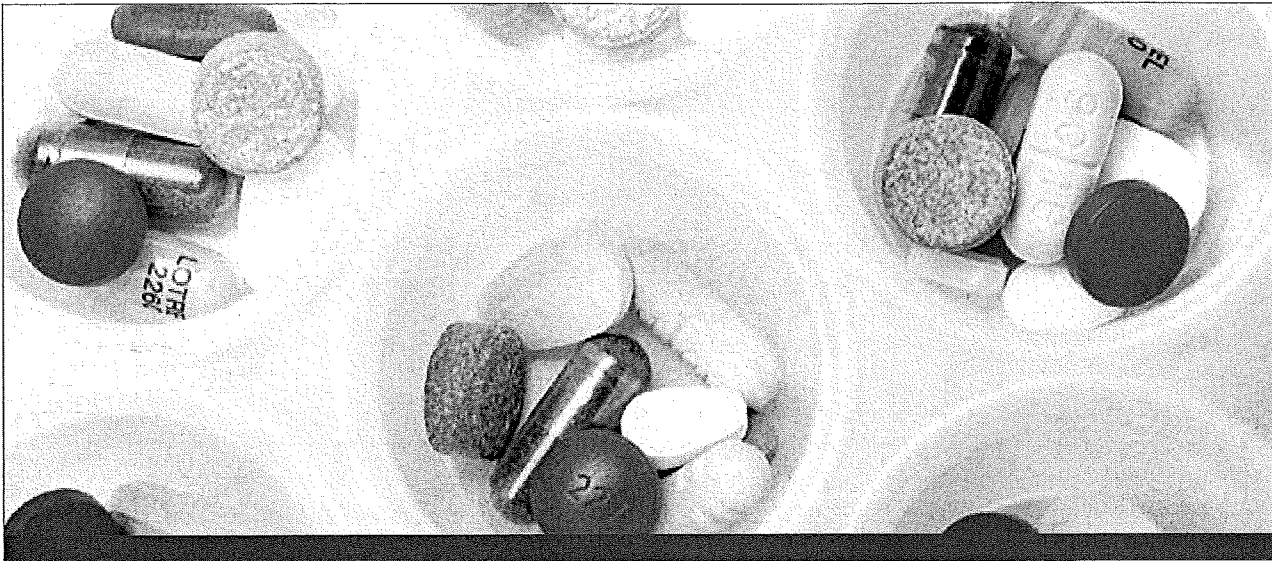


Note from UnitedHealthcare about Receiving Adult Vaccines

While we strive to make our benefits easy to understand, there are some issues that arise from time to time. I would like to take a proactive approach and advise you of issues that come up that I feel may need clarification to help you and your employees.

One such item is the Shingles Vaccine. This vaccine is a covered preventive care service for members **age 60 and over**. Members should be able to receive the shot from an in-network physician. However, many physicians do not store it because it does not keep long. If you have a member whose provider informs them they do not have the vaccine, please be advised that the drug can be ordered through our Specialty pharmacy program for delivery directly to either the member's home or provider's office so the member can go in to receive it. The provider can call Prescription Solutions at 888-739-5820 to fax in a script for the member. If the member has not previously registered with the Specialty Pharmacy program, either he or the provider can do so by calling the Specialty Pharmacy Referral Line at 1-866-429-8177.

Below please find additional information on the Specialty Pharmacy Program.



The UnitedHealthcare Specialty Pharmacy Program

When you're living with a rare or a complex condition, appropriate use of specialty medications can be critical to maintaining or improving your health — and your quality of life. Our Specialty Pharmacy Program provides the resources and personalized condition-specific support you need to help you better manage your condition.

What is a specialty medication?

An injectable, an oral, or an inhaled medication is most often considered a specialty medication if it:

- ▶ is used to treat a chronic or complex condition
- ▶ requires extra, on-going clinical oversight and additional education for best management
- ▶ has unique storage or shipping requirements
- ▶ typically is not available at retail pharmacies



Prescription Solutions: A specialty pharmacy to meet your needs

Prescription Solutions, our network specialty pharmacy, offers support to help you manage your condition. Take advantage of personalized patient support at no charge to you from knowledgeable pharmacists and nurses who specialize in your condition. In addition, you'll receive:

- ▶ Access to your medications at network benefits
- ▶ Pharmacists available around-the-clock
- ▶ Clinical and Adherence Programs
- ▶ Additional support services to help you better manage your condition
- ▶ Coaching on lower-cost medication options
- ▶ Medication-related supplies at no additional cost
- ▶ Proactive refill reminders
- ▶ Timely delivery and shipping in confidential, temperature-sensitive packaging



Getting started with Prescription Solutions

Step 1. Contact Prescription Solutions

After receiving a prescription for a specialty medication, call Prescription Solutions Specialty Pharmacy, at **1-888-739-5820**.

Step 2. Move your prescription to Prescription Solutions

Prescription Solutions will help you transfer your active specialty prescriptions from your current pharmacy. If you are out of refills, Prescription Solutions will contact your doctor to get a new prescription and can help answer any questions you may have.

Step 3. Take advantage of the resources offered by your specialty pharmacy

Ask your Prescription Solutions representative if any other benefits, tools and/or programs are available. You can also find this information at www.uhcspecialtyrx.com by searching for your medication or condition.

For questions about using Prescription Solutions Specialty Pharmacy, please call **1-888-739-5820**. Representatives are available 7:00 a.m. through 9:00 p.m. Central Time, Monday through Friday. On-call pharmacists can be reached at that same number 24 hours a day, 7 days a week.

Using Prescription Solutions, the network specialty pharmacy for your medication, will provide you with network benefits for covered medications. You may pay more for your medication at a non-network pharmacy. Talk to your benefits administrator if you're unsure of how your pharmacy benefit works.