

**NEW MAIL SERVICE PHARMACY PROVIDER FOR CIGNA MEMBERS**  
**Effective January 1, 2009**

Dear Valued Member:

We are pleased that Sandia National Laboratories has chosen Catalyst Rx to manage your prescription drug benefit. As part of this new partnership, you now have access to a convenient, quality-focused, and easy-to-use prescription mail service program supported by Walgreens Mail Service.

On January 1, 2009, your mail service pharmacy provider will transition from CIGNA to Walgreens Mail Service. If you currently use mail service, or plan to use it in the future, please read through this entire notice for information on the transfer of current prescriptions as well as instructions on how to participate in this program.

**Registration in the Mail Service Program**

To begin receiving prescriptions through Walgreens Mail Service, you will need to register as a first-time Walgreens customer. You can register one of three easy ways – by mail, via the Internet or by telephone.

**By Mail:** In this welcome packet, you will find the Walgreens Mail Service *Registration & Prescription Order Form* which will establish your health, allergy and plan information with Walgreens. Please complete this form and send it to Walgreens Mail Service in the self-addressed envelope provided. When completing this form, please make sure that you include the member identification (ID) number that is printed on your prescription ID card.

**Online:** Online registration is available through Catalyst Rx's Web site at [www.catalystrx.com](http://www.catalystrx.com). To log on, simply go to the "Members Login" box and enter your member ID number (located on your prescription ID card) and date of birth, then type SANDIA in the Rx Group Number box and click "Login." Next, click on "Mail Service Refills" and then the Walgreens Mail Service link located on the right side of the screen.

**By Telephone:** You may also register by calling Catalyst Rx at 1-866-854-8851 and selecting Option 2 to speak with a Customer Care Representative Monday through Friday from 8:00 a.m. to 10:00 p.m. (EST) or Saturday and Sunday from 8:00 a.m. to 5:00 p.m. (EST).

**Obtaining Refills on Current Mail Service Prescriptions**

If you have prescription refills remaining through CIGNA, these prescriptions will be transferred to Walgreens Mail Service for you. **Important:** After you have registered as a Walgreens Mail Service customer, you will need to call the Catalyst Rx Customer Service Department in order to initiate a refill of the transferred prescription. Your refill will not be mailed automatically. To speak with a Customer Care Representative to order a refill of a transferred prescription, please call 1-866-854-8851 and select Option 2. Note: For the initial refill, you must call Monday through Friday from 8:00 a.m. to 10:00 p.m. (EST) or Saturday and Sunday from 8:00 a.m. to 5:00 p.m. (EST) and speak with a Customer Care Representative. You cannot order your initial refill through the voice response system or via the Internet as the CIGNA prescription numbers will not be the same in the Walgreens Mail Service system.

Please note that certain types of medications cannot be transferred and therefore require a new prescription. These include compound medications, controlled substances, and expired prescriptions as well as prescriptions without remaining refills and future-fill prescriptions (i.e. prescriptions previously sent to and which are currently being held by CIGNA until eligible for fulfillment). If your current prescription has run out of refills, please obtain a new prescription from your physician and then submit it to Walgreens Mail Service using the instructions below.

### **Ordering New Prescriptions**

Submitting new prescriptions is easy. Simply send your completed *Registration & Prescription Order Form* to Walgreens along with a new prescription for any medication you wish to receive through mail service. The prescription should be written for up to a 90-day supply and include the number of refills your physician would like you to receive (up to one year, if appropriate). To expedite the process, ask your physician to fax the prescription using the *Fax Order Form* included in this packet. **To be valid, the *Fax Order Form* must be faxed directly from your physician's office and a written prescription must be on file to process your new prescription.**

Once you are registered with Walgreens and your prescriptions have been established, you may obtain refills by mailing in the refill request slip received in every order, by calling Catalyst Rx at 1-866-854-8851 and selecting Option 2, or online at [www.catalystrx.com](http://www.catalystrx.com) via the "Mail Service Refills" link. Please order your refill at least 14 calendar days before your supply runs out to allow for shipping and delivery of your order.

Payment can be made using a credit card, personal check or money order. Prescriptions received without payment may be returned unfilled.

### **Using Mail Service Can Save You Money!**

Did you know that using mail service can save you time and money? As your prescriptions are mailed directly to your home, mail service is not only convenient, but it can also help you save on your out-of-pocket expenses. For example, if you are a non-represented employee enrolled in the CIGNA In-Network Plan and you obtain three 30-day fills of a preferred brand-name drug at a retail network pharmacy, this can cost you anywhere between \$75 and \$120. For a 90-day supply purchased through mail service, your cost will be anywhere from \$50 to \$80.

If you have any questions, please call the Catalyst Rx Customer Service Department at 1-866-854-8851.

Sincerely,

Catalyst Rx