

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 877-512-1319.



Notice to Express Scripts Participating Pharmacies

As of 1/1/2012, The City of Winston-Salem'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.	
Step 1	Enter Bin # 003858
Step 2	Enter Processor Control A4
Step 3	Enter Rx Group #: KGXA
Step 4	Enter 9 digit member ID # (Primary Card Holder SSN)
Step 5	Enter the member's date of birth (Primary Card Holder DOB)

**NEED
ASSISTANCE?**

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