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## WellPoint Named New PBM for Fully Insured and Minimum Premium Groups

Trustmark has chosen WellPoint Pharmacy Management (WellPoint) as its new pharmacy benefits manager (PBM) for all fully insured and minimum premium customers of Trustmark Group Insurance. Following a yearlong review, WellPoint proved to be a better fit for Trustmark and its customers.

Trustmark Group Insurance groups will begin to transition to WellPoint with their renewals, effective with October 1 renewals.

“It was difficult to end our relationship with Caremark which spanned 23 years, but we are eager for the opportunity to work with WellPoint to manage our cus-

tomers’ pharmacy costs,” said Bob Cone, Vice President, Sales, Client Management and Marketing.

For Trustmark Group Insurance customers, WellPoint offers savings through its innovative clinical programs, including the availability of over-the-counter drugs through its mail order service, PrecisionRx, and its commitment to promote the use of generic drugs.

“They’re open 24 hours a day, 365 days a year,” said Barbara Engelhard, Pharmacy Strategies Specialist. “That is great for our customers who may need service in the middle of the night to help deal with an illness.”

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### someone you should know

## Meet Joan Clay

In each issue of For Your Benefit, we’re featuring a Trustmark employee who exemplifies our commitment to delivering outstanding customer service. We’d like to introduce you to Joan Clay, a Managed Care Specialist in the Trustmark Lake Forest office.

When it comes to going above and beyond the call of duty, you might say Joan Clay’s brand of customer service breaks the mold. Clay, a Managed Care Specialist with Trustmark, has been rewarded for her instrumental role in resolving an IT (information technology) issue that recently affected a key client.

### **Joan Clay**

Managed Care Specialist  
Lake Forest, Illinois



“The President and CFO of the group were experiencing problems with one of our vendor websites and Joan took the bull by the horns and ran with it,” said Ralph Epifanio, Trustmark Client Manager. “Joan used her contacts to make sure the issues were addressed right away and gave her contact information to the group to confirm it was resolved in a timely manner. After that, she proactively called the group to make sure it was taken care of.”

## Building Cultures of Health

### healthy hints

#### October is National Talk About Prescriptions Month

The National Council on Patient Information and Education (NCPPIE) is promoting medication education this month with their campaign, The 3 R's for Safe Medicine Use. The council promotes safe medicine use by focusing on the "3 R's": Risk, Respect, and Responsibility.

Some suggestions for being wise with your prescription or over-the-counter medications are:

- **Ask questions** about instructions for use, precautions, and side effects whenever a new medicine is prescribed.
- **Share information** with doctors, pharmacists, nurses and other healthcare professionals about other prescription and OTC medicines you are taking.
- **Keep a current list** of all the medicines you are taking, including prescription and OTC medicines. Include dietary supplements, herbal remedies and vitamins, too. Be sure to show the list to your healthcare providers at every visit.
- **Read carefully** any written information that comes with the medicine, and save it for future reference.

When receiving an order for a prescription or over-the-counter medication, remember to ask your healthcare professional or pharmacist:

1. What is the name of the medicine and what is it supposed to do? Is this a brand or generic name?
2. How and when do I take it? And for how long?
3. What foods, drinks, other medicines or activities should I avoid while taking this medication?
4. What are the possible side effects, and what do I do if they occur?
5. Will this new medication work safely with other prescription and nonprescription drugs I am currently taking?
6. Is there any written information available in large print or in a language other than English (if needed)?

More information about this campaign is available at the NCPPIE website, [www.talkaboutrx.org](http://www.talkaboutrx.org).

### news you can use

#### Trustmark Begins Shift to UMI

Trustmark is set to begin phasing out the use of Social Security numbers as a means of identifying individuals covered by healthcare benefits in favor of a Unique Member Identifier (UMI).

The transition began with October renewals for all Trustmark Group Insurance members.

Changing to a UMI was a necessary response to consumer protection laws across the country meant to help deter identity theft and fraud. UMIs will now begin to show up on claim correspondence, Explanation of Benefits (EOB) forms and new Trustmark ID cards as groups renew and sign on with Trustmark.

To date, 14 states have enacted legislation that restricts the use of Social Security numbers as identifiers. Trustmark used the most stringent of those requirements as a guide for the implementation of its UMI solution.

The completion of the project was an impressive accomplishment in terms of scope and efficiencies. A team of more than 30 Trustmark employees participated at various points during the yearlong effort, developing and implementing an innovative solution for the organization at a fraction of the cost other carriers are experiencing.

As WellPoint Pharmacy Management takes over as the new pharmacy benefits manager (PBM) for all Trustmark Group Insurance fully insured and minimum premium products, it made sense to have both PBM and UMI changes made to Trustmark ID cards at the same time.

### Rx corner

#### PrecisionRx Introduced as New Mail Order Service for WellPoint

Effective with October renewals, all fully insured and minimum premium groups will transition to our new pharmacy benefits manager, WellPoint Pharmacy Management (see article on front and back pages).

With this transition brings a change in mail order services to PrecisionRx, WellPoint's mail service pharmacy. With PrecisionRx, members will experience the convenience of having their maintenance drugs delivered directly to their homes - safely and efficiently. Maintenance drugs are those taken on a regular or long-term basis such as drugs to treat diabetes, high blood pressure or arthritis.

Using Precision Rx, members can refill their drugs 24 hours a day, seven days a week via the Internet or by calling WellPoint's interactive voice response system.

To help you with this transition, we have included some FAQs below:

**Q:** Will my existing mail order prescriptions be transferred to WellPoint's mail order pharmacy, PrecisionRx?

**A:** Mail order prescriptions and credit card information **will not transfer** to PrecisionRx due to liability and privacy issues. Any existing prescriptions that you may have through Caremark Mail Order will not be transferred. You will need to request a new prescription from your physician for your maintenance prescription drugs.

**Q:** What do I need to do to get my new prescription(s) to Wellpoint for my maintenance medications?

**A:** All first-time mail service users must complete a patient profile to register with PrecisionRx. To have your prescription filled for the first time, ask your doctor to write a prescription for a 90-day supply or as allowed by your plan, with refills (if appropriate). In addition, ask your doctor for another 30-day prescription to take to your local retail pharmacy. Prior to your renewal date, you will receive a WellPoint packet from your employer. Complete the order form and patient profile enclosed in the packet and mail the information to PrecisionRx at the address indicated. This process is required for the first order ONLY.

PrecisionRx also provides you with the ability to complete the mail order process online. To complete your registration, go to [www.precisionrx.com](http://www.precisionrx.com) and take a few minutes to fill out the one-time online registration form.

**Q:** I have a mail order prescription that is in the midst of being processed by Caremark. How will this be handled?

**A:** If it is prior to your group's renewal, Caremark will fill the prescription. If the prescription is received at Caremark after your group has been transitioned to PrecisionRx, Caremark will send your prescription to PrecisionRx.

**Q:** What if there are issues with processing my prescription, or the prescription is out of stock?

**A:** PrecisionRx will call you if there is any missing data on your order form, or for any other delays. At least two attempts will be made to contact you by phone. If PrecisionRx is unable to reach you, a letter will be sent to your home address on file.

# Trustmark

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FOR YOUR

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## Building Cultures of Health

Embracing health as an integral part of a corporate culture leads to healthier employees *and* fiscally fit bottom lines. That's what *Building Cultures of Health* is all about. At Trustmark, *Building Cultures of Health* is an ongoing goal and a commitment we all share. We're helping employers better manage their health-care costs with products and services designed to help employees feel good and stay productive.

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## WellPoint Named New PBM for Fully Insured and Minimum Premium Groups

"We're also excited to find a pharmacy benefits manager that thinks like us," added Cone.

"We want to encourage the use of generic drugs as much as possible and WellPoint understands the importance of

that strategy. The cost of brand name drugs continues to rise, in some cases more than 7 percent, while generics remained mostly flat over the past year. That represents a significant cost control opportunity for our customers."

What would you like to see in **For Your Benefit?** Contact Lisa Sulzbach at [lisa.sulzbach@trustmarklife.com](mailto:lisa.sulzbach@trustmarklife.com).

Trustmark  
GROUP INSURANCE

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