

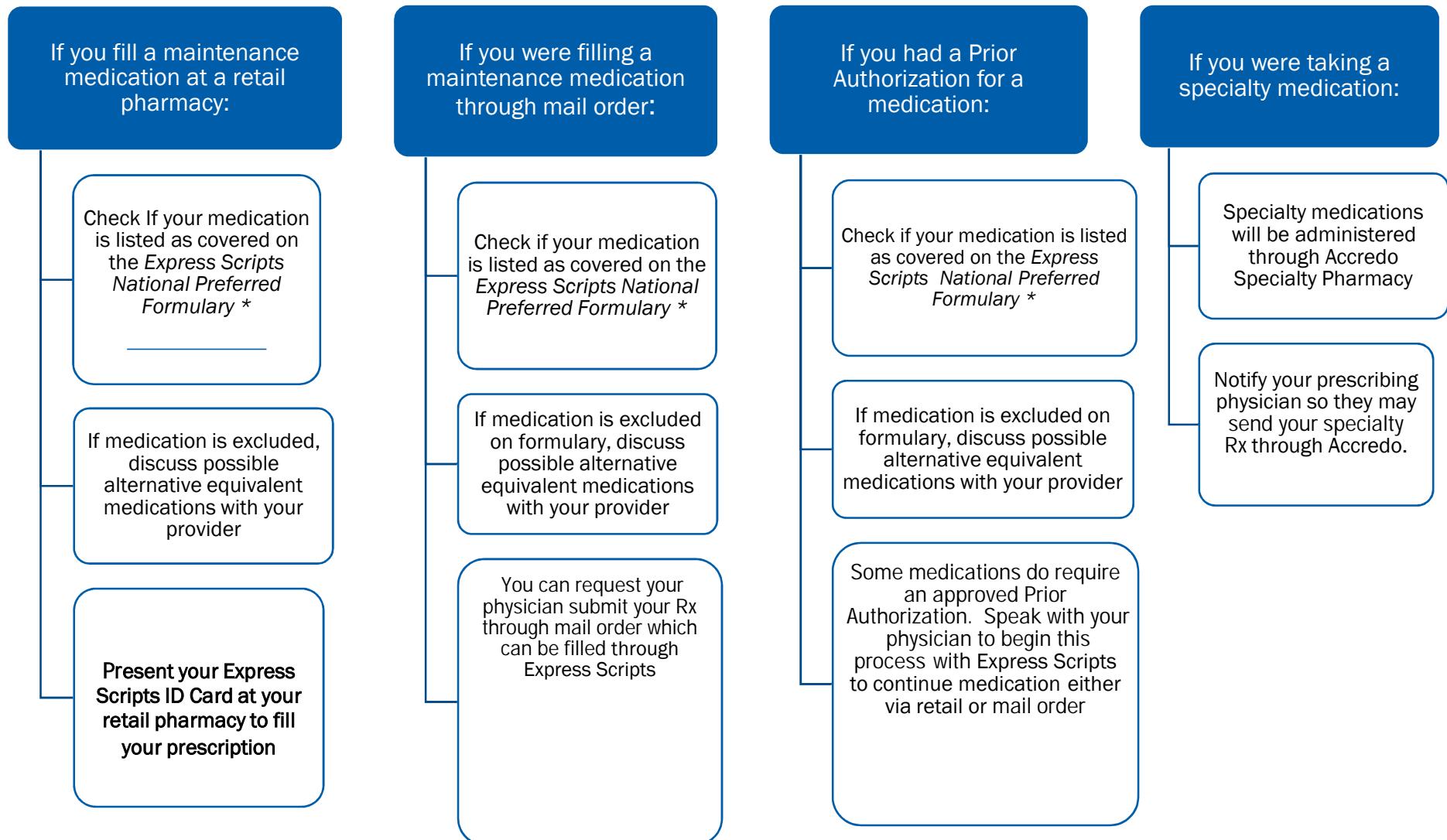
■ Aetna (medical) vs. Express Scripts (prescription)

- Present your Aetna ID card when:
 - Visiting your Primary Care Physician for an annual check-up or general non-urgent health questions
 - Specialist office visits
 - Emergency Room ¹
 - In-patient Hospital stays
 - Surgery ²
 - Therapy (physical, speech, etc.) ²
 - Chiropractic Care ²
 - These are just a few of the basic most-common medical benefits utilized. Refer to your plan's benefit summary for more details.
- Present your Express Scripts ID card when:
 - Filling a prescription at a local participating pharmacy
 - Your doctor's office needs to send an electronic prescription either to your local pharmacy or to ESI's specialty pharmacy, Accredo

¹ Must meet medical emergency criteria

² May require prior authorization as proof of medical necessity

■ What Steps do I need to take for my Prescription Plan?



* Express Scripts National Preferred Formulary is a high-level listing of the most commonly prescribed medications and is not all-encompassing. If you do not see your prescription drug listed, this does not mean that the medication is not covered. Check with your prescribing physician's office to verify coverage.

■ Member Advocacy is Here to Help

Conner Strong & Buckelew

- Speak to a specially trained and experienced Member Advocate at Conner Strong & Buckelew to get help with benefits
- Contact Member Advocacy when:
 - You have questions regarding the Aetna and Express Scripts transition
 - You have questions about a doctor bill or Explanation of Benefits
 - You are unclear how your benefits work
 - You need information about adding or removing a dependent
 - You need help resolving a medical or prescription benefit issue
- Call 1.800.563.9929
- Visit www.connerstrong.com/memberadvocacy
- Email cssteam@connerstrong.com