Argus Health Systems Update

**Market:** All

This is to remind you of the upcoming change to CareFirst’s pharmacy vendor effective April 1st. Please refer to the Sales Flashes distributed on January 5th and March 8th for background detail regarding this vendor change. CareFirst’s new pharmacy vendor, Argus Health Systems, Inc. will begin processing claims for all covered CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. members as of April 1, 2005.

As we mentioned in previous communications, benefits will not change. More than 59,000 pharmacies all across the nation accept Argus and there is no change to the local network. Members should be able to fill their prescriptions at the same pharmacies they currently use.

Below is updated information regarding service phone numbers, mail order changes and claim forms.

**Pharmacy Member Services and Phone Numbers**
- The **Pharmacy Member Services phone number** on the back of ID cards will not change. It remains as 800-241-3371. (Please note that Mail Order members have a different service number).
- **Pharmacy service hours** are improved with Argus to 24/7, 365 days a year (Thanksgiving and Christmas excluded)
- **The Pharmacy/ Provider Prior Authorization number will change.** Effective April 1, 2005, the new number is 800-314-2872. Please note that active prior authorizations on file with CareMark will be transferred to Argus. Members will only have to go through the prior authorization process again if their authorization has expired.

**Mail Order Information**
- Our new mail order vendor is Walgreens. Mail Order services are being transferred to Walgreens effective April 1, 2005.
- **Members must register with Walgreens** before they mail in a new prescription or request an existing refill, even if their prescription is transferred from CareMark to Walgreens. If a member has a current prescription with refills through CareMark, their prescription will automatically transfer to Walgreens **unless:**
  - The prescription has expired or has no refills remaining, or
  - The prescription consists of a controlled substance or compounded medications; in these cases, a new written prescription from the doctor will need to be provided.
- **How do Mail Order members register with Walgreens?** In early March 2005, current Mail Order members were mailed an enrollment packet and letter explaining how to register with Walgreens. Members who are new to Mail Order can register with Walgreens Mail Service by: mail, on-line at www.walgreens.com/carefirst, via fax or by phone.
- **The Walgreens dedicated CareFirst member service line is** 800-745-6285. This service line is available as of March 10, 2005 to help members in registering with Walgreens.

**Claims and Other Forms**
- **Argus claim forms** will be available on www.carefirst.com as of April 1, 2005. Please mail the form to: Argus Health Systems, P.O. Box 419019, Kansas City, MO 64141.
- **Mail Order forms** are also available on www.carefirst.com.

If you have any questions, please direct them to your Broker Sales Representative.

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