

September 27, 2012

MEMORANDUM #051-12HR

TO: Agency Administrators
FROM: Jamie Johnson, Benefits Coordinator
VIA: Rip Colvin, Executive Director
RE: Medco Merger with Express Scripts

The following communication is from the Department of Management Services in reference to Management Advisory #12-009, Medco Health Solutions' Merger with Express Scripts.

Beginning September 1, 2012, Medco began to incorporate the Express Scripts name and branding, in lieu of the Medco name and branding, into most member communications and websites. Some of the initial places that members will see the new branding are:

- The state-specific member website. The web address www.medco.com, however, will remain the same.
- Letters and other hard copy communications, including those enclosed with mail order prescriptions.
- Customer service representatives will greet callers using the name Express Scripts.

Areas that will remain the same, for now, include:

- Any references to the Accredo Specialty Pharmacy.
- Any references to the Medco Pharmacy (the name of the mail order pharmacy for the prescription drug plan).
- ID cards – new ID cards will NOT be mailed.
- New member Welcome Kits.
- Phone numbers and mailing addresses.

Members may continue to use any mail order forms and claim forms that are branded with the Medco name.

Jamie Johnson
*Justice Administrative Commission
Senior Human Resources Coordinator
227 North Bronough Street, Suite 2100
Tallahassee, Florida 32301
(850)488-2415 x292
(850)922-9445 Fax*