

December 22, 2011

**MEMORANDUM NO: 089-11HR**

**TO: Agency Administrators**

**FROM: Bobbie Chappell, Director of Human Resources**

**VIA: Rip Colvin, Executive Director**

**RE: Transitioning to a New Health Insurance Company and to Medco**

The Department of Management Services has included the following summary of State Group Insurance program changes for state employees and retirees effective January 1, 2012. To learn more about these transitions go to **Frequently Asked Questions** available at [http://www.myflorida.com/mybenefits/Tools/FAQs\\_Home.htm](http://www.myflorida.com/mybenefits/Tools/FAQs_Home.htm)

**Health Maintenance Organizations (HMO)**

Most counties now offer one HMO per county. Employees whose HMO option changed for 2012 were enrolled in a new health insurance plan effective January 1. New health insurance plan members will receive a new identification card if their address is correct in People First. Members should verify their new insurance coverage with their doctor or other provider before receiving services; out-of-network services are *not* covered under HMO plans. PPO plan members who receive services from an out-of-network provider will pay more for out-of-network coverage.

**Pharmacy Benefits Manager – Medco**

Medco is the new pharmacy benefits manager for all active state employee health plans beginning January 1, 2012. Medco recently began mailing welcome packets with the Medco ID card. Starting January 1, members must present the Medco ID card at a network pharmacy to fill prescriptions. Walgreens and its subsidiaries will not be part of the contracted network. Any members currently using Walgreens for their prescriptions should change to a network pharmacy, including many local and large retail chain pharmacies. The process is simple. Members can take a new prescription or their most recent prescription bottle – if refills are remaining – to their network pharmacy of choice, and their prescription will be transferred, if eligible. For members who currently use mail order prescriptions; remaining and eligible refills will be transferred to Medco automatically.

For more information, call Medco at (877) 531-4793 or visit [www.medco.com/sofrxplan](http://www.medco.com/sofrxplan). Beginning January 1, 2012, Prescription Drug Plan members should create an account and log in to [www.medco.com](http://www.medco.com). For questions about HMO or PPO plan coverage, members should contact their insurance company.

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