

## Welcome to the MaxCare prescription benefits program!

Effective March 1, 2014, MaxCare Prescription Benefit Services will begin administering pharmacy benefits for Daryl Thomason Trucking, Inc. We look forward to providing you with prompt and courteous service! Please take a moment to review the information in this letter to better understand your prescription benefits.

### The MaxCare Pharmacy Network

MaxCare's Pharmacy Network is a national network comprised of independent and chain retail pharmacies. To find a pharmacy near you, visit our website at [www.maxcarerx.com](http://www.maxcarerx.com) or call our member service center at (800) 259-7765, option 1.

When you need to have a prescription filled, simply present your health benefits card with the MaxCare logo at any network pharmacy to allow processing of your prescriptions.

- Present your health benefits card each time you have a prescription filled. If you or your physician calls in a refill order, remind the pharmacist of your participation in the Daryl Thomason Trucking, Inc. health plan, or present your card when you pick up the prescription. The pharmacist will utilize the information shown on your card to electronically transmit the claim at the time of service.

### Our Website

We think you'll find that our website [www.maxcarerx.com](http://www.maxcarerx.com) is an excellent source of information for our members, including:

- A **Pharmacy Locator** tool that allows members to search for local network pharmacies
- The **RxPortal** is a secure online application that allows you to:
  - ✓ **Track your medication history in real time**
  - ✓ **View your plan's specifications**
  - ✓ **Look up drug information**

When your MaxCare coverage takes effect on March 1, you may use your member ID on your health benefits card to establish a user ID and password on the RxPortal for more plan specific information. (Please note: you will not be able to establish a user ID and sign in to RxPortal prior to March 1.)

- Wellness Information, Updates, Prior Authorization Forms, Member Reimbursement Forms, and other helpful information

### Member Service Call Center

We have a dedicated call center staff available to assist you in understanding your prescription benefits. You may reach us toll-free at (800) 259-7765, option 1.