



November 14, 2011

RE: PBM Transition

Dear Contracted Provider,

Effective 1/1/2012, Health Choice Arizona (HCA) is changing its Pharmacy Benefits Manager (PBM) from Express Scripts to **informedRX (iRX)**. With this change, we will retain Walgreens in our network as well as all other currently contracted pharmacies. In like manner, we will retain the same Formulary and the same Prior Authorization requirements. Therefore, your processes will remain the same.

We expect this change to be seamless to our members. We have notified all participating pharmacies and provided them with contact information, in the event they encounter any difficulties in getting a prescription to go through. If, during this January transition, a member experiences difficulty in filling or refilling a prescription, please assist the member by contacting the Health Choice Pharmacy Department at (800) 322-8670, Option 4, then Option 5.

HCA appreciates your understanding and support during this transition.

Sincerely,

Medical and Network Services