

Part D Transition Frequently Asked Questions

1. Why is my United American (UA) Group Part D coverage being transitioned to Express Scripts, Inc. (ESI)?

Manchester continually evaluates prescription drug programs to ensure we are providing the best programs for our retirees.

2. When will my UA Group Part D coverage end and my ESI coverage begin?

Your existing UA Part D coverage will be active until December 31, 2016 and your ESI coverage will begin on January 1, 2017. Continue using your UA ID card for the remainder of 2016.

3. What can I expect to receive from ESI and when?

ESI welcome kits will be mailed to you in early December 2016 including ID cards, benefit summaries, evidence of coverage and formulary.

4. Will plan benefits be different with the ESI plan?

The copays will remain the same in 2017 as they were in 2016. In fact, there is a \$0 copay for all Generic Drugs in 2017 instead of \$5 for Non-Preferred Generic drugs (Tier 2), as it was in 2016.

5. Can I continue getting my drugs from the same retail pharmacy with ESI?

There are over 68,000 retail pharmacies in ESI's network, including the major chains. If your pharmacy happens to not be in ESI's network, a formal request can be made to have it added.

6. Can I continue getting my drugs via mail order with ESI?

ESI has their own mail order pharmacy which can be used to get drugs through the mail. Your welcome kit will have mail order forms included to request your prescriptions through ESI's mail order pharmacy.

7. How will open mail order refill prescriptions be handled with ESI?

UA will work with ESI to transfer open refill prescriptions. There are some prescriptions which are unable to be transferred, so a new prescription may be required by your provider.

8. Will my prescriptions be covered by the ESI plan?

There is a chance that certain drugs may have changed tiers (preferred generic, generic, preferred & non preferred brands, specialty tiers). Please check your formulary which will be included in the welcome packet that will be mailed to you.

If you have any questions about the new plan, please call the Retiree Customer Service Center at 1-877-442-6458, Monday through Friday, 8:30 am through 5:30 pm Eastern Time.

9. What benefit changes will be made to my UA medical coverage in 2017?

The UA medical coverage under Plan F is a supplemental plan to Medicare Parts A & B. This means that the UA medical benefits are subject to Medicare approval. You will not receive any new materials for the medical plan and can continue using the same UA medical ID card.