

Mail Order Provider Changes Name to “Prescription Solutions” in November

Bright Wood associates who take advantage of the mail order prescription benefit will notice a new name on their medicine refills after November 19. UnitedHealth Group purchased Innoviant in 2008 and the name change to Prescription Solutions is the final step in the merger.

“For Bright Wood this is a shift from a big and great company to a bigger and greater pharmacy benefits administrator,” John Robinson, Safety Coordinator, said. While Innoviant served 2 million plan members, Prescription Solutions has 11 million – giving it greater negotiating power with pharmaceutical companies.

Prescription Solutions has simplified the process so it is easier for plan members to take advantage of cost savings on medicines taken year-round. Now all you have to do is fill out an order form and mail it to Prescription Solutions along with the written prescription from your doctor. They will contact your doctor and handle all the necessary steps to switch from retail to mail order.

The company also has customer service representatives and registered pharmacists on call 24 hours a day, seven days a week to answer members’ questions. The telephone number is 1-877-559-2955.



Where can I find the forms to start a new mail order prescription?

Registration and order forms are available from the Bright Wood Personnel Department, Shasta Administrative Services’ web site (www.shastatpa.com), or the Prescription Solutions web site (www.PrescriptionSolutions.com). Please note that you will need to register on both these web sites to gain access to the correct forms.

Where do I mail prescriptions, order forms, refills, and payments?

Prescription Solutions
PO Box 509075
San Diego, CA 92150-9075

You can also manage your prescriptions online by registering at www.PrescriptionSolutions.com.

What will happen to my current prescription with Innoviant?

Associates already enrolled in the refill program should have received a Prescription Reorder Form in the mail with a list of transferable prescriptions and the number of refills remaining for each. All you have to do is check

the medications you want refilled and mail the form with payment enclosed. Unfortunately not all medications are automatically transferred so participants are asked to send in a new order form with written prescriptions from your doctor for any items

not on the Reorder Form.

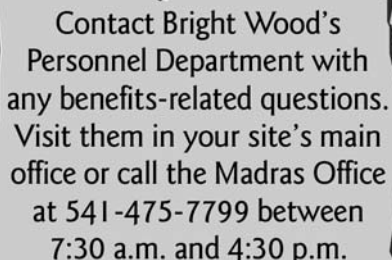
What if I’m not on a long-term maintenance medicine or I just want to fill my prescription at my local pharmacy?

Continue to use

your Bright Wood Health & Wellness Plan benefits card at retail pharmacies. All the information needed to process claims remains the same. There will be no changes in the pharmacies you can use, the amount of your out-of-pocket contribution, nor the medications covered by Bright Wood’s plan. Shasta Administrative Services will issue new cards next year with the Prescription Solutions logo.

Where do I mail claim forms with documentation for reimbursement?

Pharmacy Claims
PO Box 29077
Hot Springs AR 71903



Contact Bright Wood’s Personnel Department with any benefits-related questions. Visit them in your site’s main office or call the Madras Office at 541-475-7799 between 7:30 a.m. and 4:30 p.m.