

Important notice for customers making prescription drug deductible changes

We want to make you aware of a recent pharmacy enrollment processing issue affecting existing group customers in all market segments who made a change to their IBC deductible prescription drug benefit. *Please note, the issue only affects existing group customers who have made a change to their Rx deductible benefit plan that has a future effective date. This does not affect new business.*

This issue arises only under the following scenario:

- An existing IBC customer requests a benefit change to their prescription deductible amount for a future effective date. For example, the customer is changing to a \$500 deductible. The change was requested and processed on March 15, for an April 1 effective date.
- When IBC processes the benefit change for the customer's new \$500 deductible option, the pharmacy benefit system immediately applies the amount of the new deductible instead of delaying application of the new deductible amount until the effective date of the new coverage, in the case of this example, April 1.
- As a result, members who visit the pharmacy between March 15 and March 30 are charged the new \$500 deductible amount when they fill their prescription.
- Although the issue resolves itself once the future effective date is reached, as noted above, members may be charged an incorrect deductible at the pharmacy if they fill a prescription in advance of the effective date.

To help members who may experience this situation, we have expedited the processing of refunds to members who have been charged the new deductible amount to provide the member with a reimbursement check within 48 to 72 hours. Should a situation arise where a member attempts to fill a prescription and is not charged their current cost-sharing amount, they can purchase a smaller quantity of the drug and contact our Customer Service team at the number on the back of their ID card. The Customer Service team is knowledgeable about this specific situation and can quickly apply the correct cost-sharing in the system and reimburse the member accordingly.

While we are working diligently to provide a permanent resolution to this issue, we have implemented a short-term solution to identify all existing customers who have made a change to their Rx deductible. This information is provided to our pharmacy processing vendor daily so they can proactively update their enrollment system and ensure the appropriate benefit is applied both before and after the effective date of the benefit change. This short-term change has significantly reduced the number of members affected by the processing system limitation while we work to finalize the permanent solution.

We apologize for any inconvenience this may have caused and appreciate your patience as we work to develop a permanent solution. Please be assured that resolving this issue quickly is a top priority for us. Should you have any questions or would like additional information, please contact The Administrators, Inc. at (800) 634-4428.