

# VIRGINIA PREMIER HEALTH PLAN, INC.

## PROVIDER NOTIFICATION

### New Pharmacy Benefits Administrator Change from PerformRx to Express Scripts Effective July 1, 2009.

In a continuous effort to improve access to pharmacy services and promote better service for our providers, as of July 1, 2009, Express Scripts will administer the prescription drug plan for Virginia Premier Members.

Providers who want to prescribe any of the drugs for Virginia Premier Members which require physician prior authorization or which are not on the formulary, should call Express Scripts at 1-800-417-8164 or fax requests to 800-357-9577.

Express Scripts uses the most advanced methods available to process drug claims, which translates into fast, reliable service. And Express Scripts clinical programs give us information about medication and current treatments, helping Virginia Premier educate members and monitor prescription drug usage.

While the transition should be transparent to our membership, we will be issuing new cards with the PBM information for pharmacies.

**Effective July 1, 2009, members must use the new ID card. The old ID card must be destroyed and not used after June 30, 2009.**

*Virginia Premier Gold members will continue to utilize PerformRx for their prescription services.*

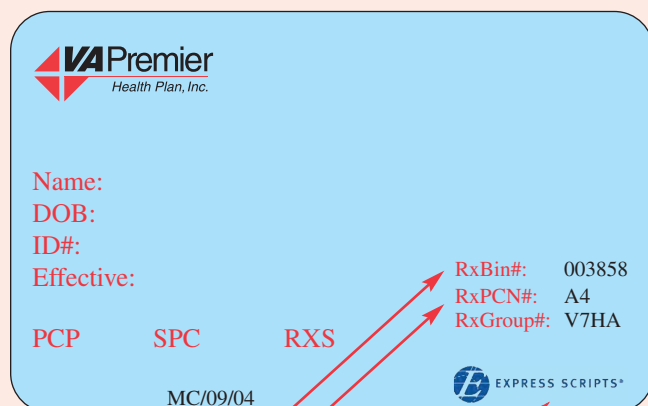
*Virginia Premier will be modifying the PDL. Changes to the formulary can be found on the VPHP Web Site at [www.virginiapremier.com](http://www.virginiapremier.com)*

### Changes to the member ID card are:

- RX Benefit Manager Name Change to Express Scripts
- RXBin # 003858
- RXPCN #A4
- Phone number for pharmacy/prescription questions, please call 1-800-824-0898

### Pharmacy:

- Pharmacy Phone Number for pharmacy/prescription questions, please call Express Scripts at 1-800-824-0898.



RXBin# change

RXPCN# change

RX Benefit Manager Name Change to Express Scripts

### Members:

1. If medical assistance is needed when your doctor's office is closed, please call: **VPHP Nurseline 1-800-256-1982**
2. Do not let anyone else use this card. Call VA Premier to report a lost or stolen card. **If you lose your eligibility for health benefits, this card is no longer valid.**
3. If you have questions, call the Member Services Department, Monday - Friday, 8:00 a.m. - 5:00p.m. **Richmond:(804-819-5151)** or (1-800-289-4970) **Tidewater (757-461-0064)** or (1-800-828-7953) **Roanoke (540-344-8838)** or (1-888-338-4579).
4. **If you have questions about your prescriptions or pharmacies, please call Express Scripts at 1-866-312-9065.**

Call at least 48 hours in advance for medical transportation Mon.-Fri., 8:00a.m. - 5:00p.m.

**Providers:** For Authorizations, please contact our UM Department 1-888-251-3063. Pharmacists may call 1-800-824-0898.

### HMO Claims Address:

Virginia Premier Health Plan Inc. P.O. Box 5207 • Richmond, VA 23220-0208



VA Premier Richmond  
P.O. Box 5307  
Richmond, Virginia 23220-0307  
VA Premier Tidewater  
5029 Corporate Woods Drive  
Virginia Beach, VA 23462  
VA Premier Roanoke  
4910 Valley View Blvd., NW  
Suite 202  
Roanoke, Virginia 24008  
VA Premier Harrisonburg  
2322 Bluestone Hills Drive  
Suite 220  
Harrisonburg, VA 22801

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