

NEWS ALERT



June 8, 2009

This update is approved for associates and stakeholders, including employer groups, health care providers, brokers and consultants. Do not distribute or forward to customers/members.

PrecisionRx Specialty Solutions Call Center Hours Change Today

Call Center hours of operation for PrecisionRx Specialty Solutions, our affiliated specialty pharmacy, are changing from 8 a.m.-midnight, Eastern Time, to **8 a.m.-10 p.m.**, Eastern Time. This change takes effect today.

Historically, customer call volume after 10 p.m. has been minimal. Call Center team members are moving to earlier shifts when more calls typically come in. The goal of this change is to provide improved service to more customers.

Please note: after hours telephone access to a PrecisionRx Specialty Solutions nurse and pharmacist will continue to be available for urgent medication questions.