

**Office of Human Resources**

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www.uams.edu/ohr



DATE: January 18, 2006  
TO: Those enrolled in UA Medical Plan  
SUBJECT: New Insurance Cards and Pharmacy Benefit Manager

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**Effective February 1, there will be two changes to the University of Arkansas Medical Plan:**

- **PharmaCare replaces NMHC as our pharmacy benefit manager**
  - **New member identification numbers to replace social security number on QualChoice card**
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There will be no changes to the existing UA prescription drug formulary or to medical benefits at this time. The drug formulary is reviewed on a quarterly basis, therefore future changes could occur. Changes affecting any member on a current prescription would be communicated in advance.

Here are how it will work and what is required of you:

- PharmaCare and QualChoice will mail out new cards (in separate envelopes) beginning the week of January 23. They will be using the home address currently listed with QualChoice. You will use your PharmaCare card when you fill a prescription and your QualChoice card when you receive medical care (same as the 2-card system you use now).
- If these mailings are returned as undeliverable by the Post Office, it will delay you receiving your new cards. Undeliverable mail returned to Human Resources will be forwarded to your campus mail box, along with address correction instructions.
- Once you receive your new cards, make sure all the information listed is correct. If you need to order extra cards for your family, contact PharmaCare or QualChoice (contact info listed below).

- If you do not receive a new PharmaCare prescription card by February 1 and you need to get a prescription filled, you can take the enclosed letter to your pharmacist. It has the necessary information so that they can file the claim and charge you the appropriate copay. You can also print a temporary ID from PharmaCare's website (see below).
- Once you receive your new QualChoice card, discard your old one. Your new QualChoice card will show your new personal ID number instead of your social security number. Be sure to present your new QualChoice card to your doctor's office and other healthcare providers so they can record your new member ID number and file claims under the correct number.
- Use your current NMHC prescription card through January 31. But for prescriptions you fill February 1 going forward, use your new PharmaCare card.
- If you choose to use a pharmacy that is not in the PharmaCare network, you will be required to pay for the full cost of the prescription and file a paper reimbursement claim. You will be charged the copay amount plus any difference in the discounted price from a network pharmacy and the cost of the drug within PharmaCare's formulary. If you need to verify that your drugstore/pharmacist is in the PharmaCare network, contact PharmaCare (contact info below).

Other than you receiving new cards, these changes are mostly "behind the scenes." Again, there are no changes to your medical or prescription benefits at this time.

Some information about PharmaCare: They are the fourth largest pharmacy benefit manager in the nation with a network of over 54,000 chain and independent retail pharmacies. Included with your new prescription drug card will be a booklet describing your prescription benefits and participating pharmacies close to you. PharmCare has a friendly website with many features, including the ability to print a temporary prescription card. Starting Feb 1, you may print a temporary ID card from both PharmaCare's and QualChoice's websites.

PharmaCare	QualChoice
Customer Service Center <b>1-800-375-2596</b> (toll-free)  <a href="http://www.pharmacare.com">www.pharmacare.com</a> click on "Members" then "Register Now"	U of A Customer Service <b>219-5133</b> (local Little Rock) <b>1-800-235-7111</b> (toll-free)  <a href="http://www.qcark.com">www.qcark.com</a> click on "Members" then "Log In/Register"

Any questions, contact **Human Resources/Employee Services**

Phone: (501) 686-5650

Location: Annex Building, Mon-Fri, 8-4:30

Website: [www.uams.edu/ohr](http://www.uams.edu/ohr) (click on Current Employee)