



December 2011

### Happy Holidays from all of us at PBM Plus!

#### Special points of interest:

- ◆ Customer Service is the cornerstone of our business.
- ◆ Our goal is to have all calls answered completely and accurately on the first call.
- ◆ When it comes to pharmacy benefits; one size does not fit all.
- ◆ We can customize our pharmacy benefit plan to fit your needs
- ◆ Providing you with the most cost-effective pharmacy benefit is our goal

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### NEW REPORTS AND REPORTING ENHANCEMENTS

Our online reporting offerings have grown over the past year to include detailed claim reports by group or by individual member. These reports are grouped under the heading of PHI Reports. (PHI stands for *Protected Health Information*.) PHI is very carefully guarded for the privacy and protection of our clients and members. For this reason, when requesting access to these reports, they are separate from our standard reports. Consider carefully granting access to these special reports, as you can be sure we share your concern for the privacy of anyone to whom we administer a pharmacy benefit. Due to the sensitive nature of these PHI reports, we require our clients to submit an online designee assignment form (if not previously submitted) and an online user access assignment form for anyone wishing to have access to these reports.

Some new standard reports will also be available in January. These reports will be available to anyone who currently has access to our standard reports. (No addi-

tional forms for granting access will be necessary.) These reports are the Year-to-Date Summary and the Financial Statistics reports. These reports offer a wealth of information to our customers to help you maintain a firm grasp on your pharmacy benefits.

In addition to the new reports, our online reports will have a new look in January. Reports by individual eligibility groups will now be available, providing our clients with more flexibility and detailed reporting. Our reports will all be driven by reporting groups instead of client alone. A reporting group can consist of one eligibility group, multiple eligibility groups, or all eligibility groups for the client. Initial standard setup will include a reporting group for each eligibility group and one reporting group that includes all eligibility groups for the client. If additional reporting groups are required, you can request that a reporting group be set up to include a specific combination of individual

eligibility groups. We hope that the new reporting groups will allow more flexibility in reporting, specifically for our clients having more than one group.

As we continue to expand our online report offerings and their flexibility using reporting groups, it is our hope that we further assist you in providing a broad and affordable pharmacy benefit.

Below is our Test Client reflecting the new standard reporting group structure. The Test Client has three eligibility groups. All three have a reporting group in addition to the ALL group which includes the three eligibility groups. A client could enhance their reporting options by requesting an additional reporting group be set up to include Test Group 1 and Test Group 3. Please note that if you have only one group, only one reporting group will be available to you.

## CSR Profile

Leilani is PBM Plus' newest part-time CSR. Leilani also helps ship medications in the pharmacy. She continues her training with the lead technician, Anna, at this time.



**THE PBM PLUS  
PHARMACY  
NETWORK  
INCLUDES MORE  
THAN 59,000  
PHARMACIES**



## CSR Profile

We are pleased to introduce Denise as our newest CSR. Denise comes to us with an extensive customer service background. Denise is a Certified Pharmacy Technician.

## CUSTOMER SERVICE TRAINING

As the year begins to wind down, customer service departments begin to review their successes and issues from the past year. Client Service Managers review items such as staffing needs, training needs and equipment needs.

The PBM Plus call center is no different. After reviewing and analyzing 2011 statistics

and issues; we have committed to once again provide annual training for all of our Client Service Representatives (CSRs). The annual training will consist of every aspect with our processing system, mail service pharmacy prescription entry system along with customer service processes and policies. Annual training is a good way to bring the entire team up to the

same base line so we may continue to improve and build on our successes and correct any issues.

PBM Plus will continue to provide specialty training as needed for such issues as changes to the processing system, company policies and procedures along with compliance and HIPAA.

## 2012 PREFERRED DRUG LIST

The PBM Plus Preferred Drug List (PDL) has been updated for 2012. Several new drugs have been added while some others have been deleted. Drugs are reviewed on a quarterly basis for addition to or deletion from the list.

In order to minimize member disruption during the year, we do not delete any products from the list until the end of each calendar year. Although some drugs no longer appear

on the list or on the website, they are still at the preferred copayment level until the end of the calendar year. Starting January 1, 2012 all drugs that were removed from the PDL will be charged at the members' Tier 3 copayment.

As in previous years, if the removal of a drug from the PDL creates undo hardships for any of your members, they can be "grandfathered" at the preferred (Tier 2)

copayment at your request.

Included with this Newsletter you will receive several copies of the 2012 PDL that will be effective January 1, 2012. Should you need additional copies please contact your account manager, who will be pleased to forward additional copies to you. We also have a list of products that have been deleted from the 2011 PDL which can be supplied at your request.

## FEED-BACK FROM CLIENTS AND MEMBERS IS ENCOURAGED

PBM Plus has received tremendous feedback from clients and members on the quality of service and the friendly demeanor of our client service representatives (CSRs). We would like to thank all the clients and members who have submitted feedback over the past few months and ask that you please continue to submit feedback of any kind.

Client and member feedback, whether good or bad, is important to the PBM Plus customer service department. Feedback provided to PBM Plus is used to let us know how we are doing as a company with customer service and more importantly customer retention. Feedback gives us some insight as to the current needs of our clients and members along with providing us infor-

mation on their possible needs in the future.

Feedback of all kinds is welcomed and important to the ongoing customer service commitment and efforts at PBM Plus. Give our CSRs a call today or ask to speak with an account manager to give PBM Plus your feedback today to let us know how we can better serve our clients.

*CUSTOMER SERVICE IS OUR GOAL!*

## OMNICARE CELEBRATES ITS 30TH ANNIVERSARY THROUGH CHARITY WORK

To celebrate Omnicare's 30<sup>th</sup> Anniversary, a *Thirty Days of Giving* campaign was launched in October. Employees throughout Omnicare were encouraged to give back to the community. In support of our active duty soldiers serving overseas, PBM Plus

employees assembled a care package containing soldiers' wish list items. Our division collected food, toiletries, and entertainment goods to provide our troops with some of the comforts of home. Other divisions of Omnicare donated winter coats and food

items to support the fight against homelessness/hunger on the home front. Many Omnicare divisions participated in a benefit walk/run for our *Thirty Days of Giving*.

## BENEFIT CHANGES

PBM Plus offers a variety of options to manage the pharmacy benefit our clients offer to their employees. While we offer suggestions for pharmacy benefit designs, the ultimate decision of how to structure the pharmacy benefit always rests with our clients.

When a client first chooses to utilize PBM Plus as their pharmacy benefit manager, a

document is prepared (Exhibit B) that defines the initial pharmacy benefit to be provided to the client's employees and eligible dependents.

Clients are able to make changes to any of the benefit parameters described in Exhibit B at any time. The only restrictions that apply to making changes have to do with the timing required before the

requested change can be put into effect and the need to receive written notification of the change. Changes cannot be made retro-actively.

Most changes require 15 days written notice and can only be made at the beginning of a calendar month. Your account manager will assist with making changes.

## HOLIDAY HOURS

PBM Plus, Inc. would like to wish everyone a happy and safe holiday season. We want to inform our clients that the PBM Plus call center will be available 8:00 AM to 11:00 PM Monday thru Friday and 9:00 AM to 5:30 PM Satur-

day and Sunday thru the holiday season except for the following days:

**12/25/2011—Closed**

**12/26/2011— 9:00 AM - 5:30 PM**

**01/02/2012— 9:00 AM - 5:30 PM**

**All hours are EST**

The limited operating hours are in observance of the holidays. The after-hours on-call client service representative will be available for emergency situations outside our scheduled office hours.

## LIPITOR® NOW AVAILABLE AS A GENERIC (ATORVASTATIN)

One of the largest selling drugs in the world, Lipitor®, is now available as a generic (atorvastatin). The patent on Lipitor®, with total worldwide sales since its introduction in excess of \$100 billion, expired on November 30, 2011. However when members receive atorvastatin instead of Lipi-

tor®, they will continue to be charged the preferred brand copayment. The generic version, atorvastatin, is considered to be a "single source" generic since there is currently only one manufacturer of the generic product. Initially, the price for atorvastatin will not be sig-

nificantly cheaper than Lipitor® since the number of manufacturers will be limited. The price for atorvastatin will begin to drop significantly in mid-2012 when additional generic manufacturers begin producing atorvastatin and it will be "multi-source".

Our Customer Service Department is located in Milford, OHIO

**PBM Plus Customer Service Representatives answer 95% of all calls within 20 seconds.**

**PBM Plus does not use an automated call distribution system with a menu offering confusing choices.**

**Try it today! Give our CSRs a call!**

Most benefit changes can be made within 15 days of notice and are effective at the beginning of a month



# PBM Plus

An Omnicare Company

**Pharmacy Benefit  
Management with a PLUS**

## PBM Plus, Inc.

300 TechneCenter Drive  
Suite B  
Milford, OH 45150

Phone: 888-863-1726  
Local: 513-248-3071  
Fax: 513-248-3079

PBM Plus works with its clients to provide a customized pharmacy benefit tailored to meet both the needs of the client and its members. Unlike other PBMs that outsource many services, we provide a seamless integrated solution to pharmacy benefit administration designed around our client's needs. PBM Plus leverages the assets of the Omnicare Specialty Care Group to deliver a full range of pharmacy benefit services in a cost effective, integrated offering. Because PBM Plus is not owned or influenced by pharmaceutical manufacturers, insurance companies or retail pharmacy chains, we focus solely on meeting the needs of our clients and are free to make recommendations that benefit them and their members who achieve complete satisfaction from our product integration, customization and unequalled service.

**Member Services Line  
1-800-263-2178**

**Visit us on the web  
[www.pbmplus.com](http://www.pbmplus.com)**

### Customer Service Hours

All times are Eastern Time

<b>Monday thru Friday</b>	<b>8:00 AM to 11:00 PM</b>
<b>Saturday and Sunday</b>	<b>9:00 AM to 5:30 PM</b>
<b>Holidays</b>	<b>9:00 AM to 5:30 PM</b>

Closed Christmas and Thanksgiving Day



## PBM PLUS PHARMACY NETWORK — 59,000 STRONG AND GROWING

PBM Plus strives to provide the best possible service to its clients, including convenient access to a large number of pharmacies. Contracting with new pharmacies and maintaining the relationship with current pharmacies is a full time job at PBM Plus.

PBM Plus provides access to over 59,000 pharmacies nationwide. Since September 2011 PBM Plus has added over 1,000 new pharmacies into its network.

PBM Plus strives for convenient geographic access when contracting with pharmacies, which allows for convenient accessibility across the United States for members to fill prescriptions. This

assures convenient access in all areas of the country. We strive to provide access to a wide variety of pharmacies to all members regardless of their location. We have agreements with national and regional chains, mass merchandisers and a host of independent pharmacies.

The PBM Plus website ([www.pbmplus.com](http://www.pbmplus.com)) provides a convenient means to check for a participating pharmacy; this can be especially beneficial if you may be traveling out of town and need to have a prescription filled. A search by postal ZIP code is the most efficient and

convenient; the pharmacy locator will list for you all of the participating pharmacies within that zip code. A search can be done using pharmacy name as well.

Many of the new medications coming to market fall into the "specialty" category and require appropriate management. These medications tend to be very expensive and may even be limited to select pharmacies for dispensing. We have made arrangements with these distributors to assure availability of these drugs and to provide seamless integration of a member's pharmacy benefit, in-

cluding the management of the member's therapy. Some of the disease-states that may require the use of specialty pharmaceuticals are Oncology, Multiple Sclerosis, Arthritis, Crohn's Disease, Hepatitis C and Growth Hormone Disorders.

For more information on covering specialty medications or what pharmacies are available to your members receiving specialty medications, contact your account manager at 888-863-1726 or email [clientservices@pbmplus.com](mailto:clientservices@pbmplus.com).

*LET US KNOW IF YOU WOULD LIKE TO MAKE CHANGES TO YOUR PLAN BY CONTACTING YOUR ACCOUNT MANAGER*