

**PBM Plus, Inc.**

# CLIENT NEWSLETTER

## Welcome to the PBM Plus Client Newsletter

### Special points of interest:

- ◆ Customer Service is the cornerstone of our business.
- ◆ Our goal is to have all calls answered completed 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
- ◆ Getting you the most cost-effective pharmacy benefit is our goal

Welcome to the first edition of the PBM Plus *Client Newsletter*. We plan to produce this publication on a quarterly basis or more often if there is important information for us to share with you. We are providing this newsletter to keep you informed about the pharmacy benefit industry in general and about what we are doing here at PBM Plus.



**PBM Plus office located in Milford, OH**

### Call Stats - 2008 YTD

Avg. Talk Time	1:52
Avg Wait Time	0:15 sec
% Abandoned Calls	0.42 %

### Call Stats - February 2008

Avg. Talk Time	1:52
Avg Wait Time	0:15 sec
% Abandoned Calls	0.38%



### FEATURED EMPLOYEE

Our featured employee for this issue is Tony. He is the Manager of the customer service department. Tony's primary responsibility is to assure that our phones are answered in a timely manner and that our staff is well trained and courteous. We think he and his staff do a tremendous job.

## Customer Service — one of the “Pluses”

### Inside this issue:

Welcome	<b>1</b>
Customer Service	<b>1</b>
Newly Approved Generics	<b>2</b>
Mail Service	<b>2</b>
Call Stats	<b>1</b>

This newsletter will provide you with statistics about our call center (see Call Stats above). We are very proud of our call center and the personal manner in which we handle all calls...no menu and no answering machine during regular business hours. Most of our customer service representatives are regis-

tered pharmacy technicians who understand the pharmacy benefit management industry and pharmacy in general.

Our call center is located in Milford, OH and operates six days a week:

**M-F 8:00 AM to 11:00 PM ET**  
**Sat 9:00 AM to 5:30 PM ET**

The toll free number for the Customer Service Center is:

**1-800-263-2178**

Other useful numbers:

Mail Order refills:

**1-866-618-3494**

Business Numbers:

**513-248-3071**

**1-888-863-1726**

Fax Number:

**513-248-3079**



**PBM Plus, Inc.**  
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PBM Plus is a rapidly growing Pharmacy Benefit Management company (PBM) that differentiates itself from most PBMs by being completely independent of pharmaceutical manufacturers, and pharmacies. As an independently managed subsidiary of Omnicare, we focus on creating cost effective solutions for our clients by having the freedom to develop and implement solutions that are dedicated to saving money for our clients and their individual members. PBM Plus is always committed to providing flexibility and accountability to our customers.

We offer a variety of programs all of which can be customized to meet the needs for our clients. These plans include traditional "funded" pharmacy benefits as well as unique offerings such as the **PBM Plus Mail Service Prescription Plan™**.

### Mission Statement

PBM Plus is a pharmacy benefit management company committed to partnering with customers to develop and provide products and services that meet the changing demands of offering affordable and cost-effective prescription benefits.

### Vision Statement

We are committed to developing a trust with our clients that is built on the foundation of total disclosure of all PBM Plus practices, policies and revenue streams.

## Recently Approved Generics

Some of our clients are achieving generic dispensing rates of 65% and sometimes greater. This is the single most cost effective way to control pharmacy costs.

The following is a list of recently approved generic drugs. These drugs have been approved the U. S. Food and Drug Administration (FDA) with an "A" rating; the "A" rating means they are pharmaceutically identical to the brand name drug and there is no reason found by the FDA that they would result in a different therapeutic outcome than their brand name equivalent.

<u>Brand Name</u>	<u>Generic Name</u>	<u>Date</u>	<u>Brand Name</u>	<u>Generic Name</u>	<u>Date</u>	<u>Brand Name</u>	<u>Generic Name</u>	<u>Date</u>
Coreg	Carvediol	10/07	Lotrel	Combination	09/07	Fosamax	Alendronate	01/08
Ditropan XL	Oxybutynin XL	07/07	Toprol XL	Metropolol Succ.	07/07	Zyrtec*	Cetirizine	01/08
Effexor	Venlafaxine	07/07	Trileptal	Oxcarbazepine	11/07	Zyrtec D*	Combination	01/08
Famvir	Famciclovir	10/07	Zoloft	Sertraline	01/07	*Available without a prescription		

## PBM Plus Mail Service Pharmacy

**Most of our prescriptions are shipped within 24 hours of receipt!**

The PBM Plus Mail Service Pharmacy is easy to use and provides the convenience of home delivery. Our friendly staff of pharmacists, technicians and customer service representatives focus on providing the highest levels of pharmacy service possible.

staff is here to help. We do not rely on menus or answering machines during normal business hours; instead our staff answers the phone, typically within 15 seconds or less.

The PBM Plus Mail Service Pharmacy is always a phone call away and our staff will be happy to help you. Whether you simply need to re-order prescriptions or have questions about your medications, our

In addition to stocking a complete line of prescription medications we also stock a complete line of diabetic supplies including pumps, pump supplies, meters, glucose test strips, lancets and needles & syringes. Check with us to see how you can get a free glucose meter.



Some members of the Mail Service Team