

Important Benefit Update

Attention Member

**IMPORTANT:**  
If you have not received your Welcome Kit with your ID cards, please present this letter to your Express Scripts network pharmacist to accurately process your prescriptions.

If you have any questions about your new prescription benefit program, please contact Express Scripts' Customer Service at (877) 476-9269.



**Notice to Express Scripts Participating Pharmacies**

As of February 1, 2018, City of Chesapeake's pharmacy benefit program will be administered by *Express Scripts*. To simplify your prescription processing, please link the cardholder and all members of their family to *Express Scripts*.

<b>Please follow the action steps listed below to enter the claim.</b>	
<b>Step 1</b>	Enter Bin # 003858
<b>Step 2</b>	Enter Processor Control A4
<b>Step 3</b>	Enter Rx Group #: COCHESA
<b>Step 4</b>	Enter 9 digit member ID # (Employee SSN)
<b>Step 5</b>	Enter the member's date of birth

**NEED ASSISTANCE?**

Pharmacist, if you have any questions while processing the claim, please call the Express Scripts' Pharmacy Help Desk  
**1-800-922-1557**