



MASSACHUSETTS

October 2011

Dear Valued Customer:

Changes to the Express Scripts Inc.® Pharmacy Network

Express Scripts, Inc. is the company that administers your pharmacy benefit on behalf of Blue Cross Blue Shield of Massachusetts. Walgreens has notified Express Scripts that it will no longer participate in the Express Scripts retail pharmacy network as of January 1, 2012. **This means that if your employees continue to use Walgreens, including their subsidiary pharmacies, for their prescription needs after January 1, 2012, they will be responsible for the cost of their prescriptions.** To avoid these costs, we encourage your employees to use another pharmacy in the Express Scripts network for any prescriptions they need filled after January 1, 2012.

How We're Supporting Your Employees

We are committed to working with your employees during this transition. We have enclosed the letters that will be sent to your affected employees for both the Walgreens retail network and our specialty pharmacy networks, including their additional pharmacy options. In addition, if Express Scripts and Walgreens reach agreement and Walgreens remains in the network, we will notify you and your affected employees.

If you have additional questions, please contact your account executive.

Sincerely,

Timothy J. O'Brien
Senior Vice President
Sales Division

Enclosures