



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
DPS1214

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE 304-558-2544

RFQ COPY
 TYPE NAME/ADDRESS HERE
 ProCare PBM
 3090 Premiere Pkwy, #100
 Duluth, GA 30097

WEST VIRGINIA STATE POLICE
 4124 KANAWHA TURNPIKE
 SOUTH CHARLESTON, WV
 25309 304-746-2141

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
10/12/2011				
BID OPENING DATE: 11/10/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		270-00		
<p>PREScription DRUG SERVICES FOR WV STATE POLICE</p> <p>OPEN-END CONTRACT</p> <p>THE WEST VIRGINIA STATE PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA STATE POLICE, IS SOLICITING BIDS TO PROVIDE THE AGENCY WITH AN OPEN END CONTRACT FOR PRESCRIPTION DRUG SERVICES FOR RETIRED MEMBERS WHO HAVE BEEN DISABLED BY JOB RELATED INJURIES PER THE ATTACHED SPECIFICATIONS.</p> <p>INQUIRIES:</p> <p>TECHNICAL QUESTIONS CONCERNING THIS SOLICITATION MUST BE SUBMITTED IN WRITING TO TARA LYLE IN THE WEST VIRGINIA STATE PURCHASING DIVISION VIA MAIL AT THE ADDRESS SHOWN IN THE BODY OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA EMAIL AT TARA.L.LYLE@WV.GOV.</p> <p>DEADLINE FOR ALL TECHNICAL QUESTIONS IS 10/25/2011 AT THE CLOSE OF BUSINESS. ANY TECHNICAL QUESTIONS RECEIVED WILL BE ANSWERED BY FORMAL ADDENDUM ISSUED BY THE PURCHASING DIVISION AFTER THE DEADLINE HAS LAPSED.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AWARD AND EXTENDS FOR A PERIOD OF ONE (1)</p>						

Date 10/27/11
 # of pages 12
 From Tara Lyle
 Co WV Purchasing Div.
 Phone 304-558-2544
 Fax 304-558-4115

RECEIVED
 2011 NOV 10 AM 9:45
 WV PURCHASING DIVISION

SIGNATURE <i>[Signature]</i>		TELEPHONE 304-377-1037	DATE 11/9/2011
TITLE President	FEIN 58-2422694	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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<p>YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS, DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICE SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>R. R. Miller</i>	800 377 1037	11/09/2011
TITLE	FAX	ADDRESS CHANGES TO BE NOTED ABOVE
President	50-2422694	

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<p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p>EXHIBIT 4</p> <p>LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES IN THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEND TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>R. K. Hill</i>	800 377-1037	11/09/2011
TITLE	FAX	ADDRESS CHANGES TO BE NOTED ABOVE
President	58-2422694	

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<p>VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST CLEARLY INDICATE SUCH REFUSAL IN HIS BID. SUCH REFUSAL SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY MANNER.</p> <p>REV. 3/88</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p>VENDOR PREFERENCE CERTIFICATE</p> <p>THIS TEAM EXHIBIT HAS BEEN REPLACED BY THE ONLINE VERSION WHICH IS AVAILABLE HERE: HTTP://WWW.STATE.WV.US/ADMIN/PURCHASE/VRC/VENPREF.PDF</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p>						

SIGNATURE <i>R R Miller</i>		SEE REVERSE SIDE FOR TERMS AND CONDITIONS		TELEPHONE 800-377-1037	DATE 09/20/11
TITLE President	FBN 58-2422694	ADDRESS CHANGES TO BE NOTED ABOVE			

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THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED: SEALED BID BUYER: ----- TL/32 ----- RFQ. NO.: ----- DPS1214 ----- BID OPENING DATE: ----- 11/10/2011 ----- BID OPENING TIME: ----- 1:30 PM ----- PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: ----- 678-248-3176 ----- CONTACT PERSON (PLEASE PRINT CLEARLY): ----- Lamar Williams ----- ***** THIS IS THE END OF RFQ DPS1214 ***** TOTAL: _____						

SIGNATURE <i>L. Williams</i>	TELEPHONE 800 377-1037	DATE 11/09/2011
TITLE President	FEIN 58-2422694	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

DPS1214
Request for Quotation for a Prescription Drug Contract

The West Virginia State Police are soliciting competitive bids from recognized pharmacies in all fifty states of the United States to provide prescription medication to retired members who have been disabled by a job related injury while employed by the WV State Police. This would also include members who are still employed that have been injured while on duty in their capacity of a West Virginia State Trooper.

GENERAL SPECIFICATIONS:

The vendor awarded this contract should be a recognized pharmacy (i.e. Rite-Aid, Wal-Mart, CVS, or equal) in all states. Since there is no residency restriction on retired members, it is imperative that the member be able to have a prescription filled in the State where the member resides.

The following are requirements that must be met by the vendor awarded this contract:

Agency will provide each retired disabled member a pharmacy card, issued by the winning vendor(s), which is name specific to that member. The member must be able to go to any pharmacy in the United States that is owned/controlled by the winning vendor(s) to have a legitimate prescription filled. The vendor must recognize this card when filling prescriptions.

Billing:

The winning vendor(s) will not charge the member at the time the prescription is filled, but will direct bill the West Virginia State Police for each prescription on a monthly basis. This billing will list the following:

- A) Name of person for whom prescription was filled.
- B) Date prescription was filled
- C) Type and quantity of medicine prescribed.
- D) Discounted price to the agency and regular price before discount.

All billing shall be submitted to the West Virginia State Police, 123 Academy Drive, Dunbar WV 25064 ATTENTION: Medical Unit

Shipping:

If shipping of medication becomes necessary, the vendor will include in their mark up over actual cost bid price, freight/shipping cost of the medication. Vendor will agree to mail prescription medicines to members who opt to have their prescriptions delivered via mail.

Evaluation & Award:

Vendor will provide a current list cost price per unit for the items listed on the attached bid forms, with a percentage mark-up shown and bid price in the appropriate columns. Estimated quantities are for bidding purposes only; more or less may be purchased by the agency.

The award of this contract will be made to lowest bidder(s) that can cover the United States. Should a vendor disclose they cannot cover certain areas of the U.S., then multiple awards will be issued to ensure coverage.

Pricing will apply to all current and future drugs that are offered by the pharmacy and/or may be prescribed.

Contract Duration:

This contract will be a twelve (12) month period; with the option to renew two (2), twelve (12) month periods.

Audit:

The agency, state auditor's office, and any government agency that may purchase from this contract, may at any time, audit the winning vendor's invoices from the suppliers, to verify cost compared to cost on invoices charged to the agency. The vendor must make all documents available within 2 hours of a notice of intent to audit.

Alternate Pick Up: The vendor will be provided, by the West Virginia State Police, the name of one alternate, per retired member (spouse, or other family member), for pick-up of prescriptions on their behalf; in the event that the members' disability would prohibit his or her travel to a pharmacy. *No other prescriptions other than for the person designated by the West Virginia State Police, will be able to have prescriptions filled under this program.*

Generic Drugs: Whenever possible generic drugs will be provided first instead of a name brand drug. Only when a licensed physician provides the pharmacist in writing that a generic drug will not treat the symptom that the medicine was prescribed will a name brand drug be issued. The pharmacy shall provide this information with the billing.

Quantity of Drugs: will be a ninety (90) day supply unless other wise directed by a licensed physician.

Number of Members: The number of person(s) utilizing this contract should not exceed 250 per contract term; although, this is not a guaranteed minimum or maximum, and more or less may apply.

Inability to Fill Prescriptions: If a vendor is unable to fill a prescription, due to the unavailability of the drug, the vendor will immediately contact the Medical Unit of the WV State Police. The Agency will then, on a case by case basis, make arrangements for this prescription to be filled by other contract holders, if applicable, or by other means necessary.

PIGGYBACKING:

All government agencies may purchase from this contract.

VENDORS SHOULD MEET THESE SPECIFICATIONS: PLEASE CHECK YES OR NO AFTER EACH SPECIFICATION:

1. Vendor is a recognized pharmacy in all states of the U.S. YES NO

If "NO", vendor shall indicate all states that can be served, as an attachment to the bidding documents.

Once this contract has been awarded, any patient inquiries should be directed to Mr. James Rucker, Medical Unit, (304) 766-2870

DPS1214

Prescription Drugs – BID FORM					
Description	*Estimated Annual Usage	Unit Cost	% Mark Up	Unit Bid Price	Extended Price
Brand Name Prescription Drugs					
Xodol 10 mg/300mg	540	\$1.44498	0%	\$1.44498	\$780.28
Cymbalta 30 mg	540	\$6.09600	-17%	\$5.05	\$2,729.53
Klonopin 1 mg	80	\$0.04126	0%	\$0.04126	\$3.30
Provigil 200 mg (medafinil)	80	\$30.88000	-17%	\$25.6304	\$2,050.43
Lexapro 10 mg	1,080	\$4.34704	-17%	\$3.60804	\$3,896.68
Naprosyn 500 mg	600	\$0.07146	0%	\$0.07146	\$42.87
Ultram 50 mg	100	\$0.12091	0%	\$0.12091	\$12.09
Effexor XR 75 mg	200	\$0.39181	0%	\$0.39181	\$78.36
Lopressor 200 mg (available in 100mg)	720	\$0.14827	0%	\$0.14827	\$106.75
Coumadin 10 mg	200	\$0.12164	0%	\$0.12164	\$24.32
Oxycontin 40 mg	5400	\$7.84130	-17%	\$6.508279	\$35,144.70
Vicodin 7.5 mg/750 mg	200	\$0.05351	0%	\$0.05351	\$10.70
Motrin 800 mg	500	\$0.04604	0%	\$0.04604	\$23.02
Generic Prescription Drugs					
Naproxen 500 mg	500	\$0.07146	0%	\$0.07146	\$35.73
Tramadol 50 mg	400	\$0.12091	0%	\$0.12091	\$48.36
Metoprotol 200 mg	1,000	\$0.79315	0%	\$0.79315	\$793.15
Warfarin 10 mg	800	\$0.12164	0%	\$0.12164	\$97.31
Oxycodone 15 mg	10,800	\$0.25892	0%	\$0.25892	\$2,796.33
Hydrocodone Acetaminophen 10 mg/650	16,000	\$0.08686	0%	\$0.08686	\$1,389.76
Ibuprofen 800 mg	20,000	\$0.04604	0%	\$0.04604	\$920.80
Clonazepam 1 mg	1,000	\$0.04126	0%	\$0.04126	\$41.26
Medafinil 200 mg (generic not available)	1,000	\$0	0%	\$0	\$0
Hydrocodone 7.5 mg/1750 mg	10,000	\$0.05351	0%	\$0.05351	\$535.10
Venlafaxine ER 75 mg	1,500	\$1.31100	0%	\$1.3110	\$1,966.50
TOTAL					\$53,527.33
Bidder / Vendor Information:					
Name:	ProCare Pharmacy Benefit Manager, Inc; dba: ProCare Rx				
Address:	3090 Premiere Parkway, Suite 100				
	Duluth, GA 30097				
Phone#:	800-377-1037, ext. 4754				
Email Address:	sales@procarerx.com				
Contract Coordinator Information:					
Name:	LaMar Williams				
Address:	3090 Premiere Parkway, Suite 100				
	Duluth, GA 30097				
Phone#:	678-251-5329				
Email Address:	lwilliams@procarerx.com				
*Estimated quantities are for bidding and evaluation purposes only – not a guaranteed order quantity – more or less may be purchased.					

RFQ No. DPS1214

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentally established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (West Virginia Code §81-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

dba: ProCare Rx

Vendor's Name: ProCare Pharmacy Benefit Manager

Authorized Signature: *R. Kuller* Date: 11/09/2011

State of Georgia

County of WINNETT, to-wit:

Taken, subscribed, and sworn to before me this 9 day of November, 2011.

My Commission expires 10-21-12, 2012.

AFFIX SEAL HERE

NOTARY PUBLIC

Cecilia Coulson



ProCare Rx is a privately held company located in Duluth, Georgia and has been providing superior systems and services to all size Employer groups for over 20 years. We provide our clients with superior prescription benefits at an unbeatable price — and best of all, our clients know exactly where their healthcare dollars are being spent because we offer transparent pricing. Our pricing strategy provides clear and measurable savings.

ProCare Rx has developed and maintains our own proprietary claims processing system; bringing custom designed plan benefits to every client. All of the benefit design requests in this RFI can be incorporated into a benefit design plan, including expanding tiers to four or five. Step therapy, Prior Authorization, Generic and OTC programs all keep the plan costs low, and member satisfaction high. Paper claims can be handled by ProCare Rx for a small fee, or Clients can use our online tools and manage paper claims for free. Ninety-eight percent of our claims are processed electronically, it's very difficult for a member to ever be 'out of network' with their prescription. Our Customer Care Center is open 24/7 365 days a year. Members and pharmacists will always speak with a live representative familiar with their benefit plan.

ProCare PharmacyCare (PPC), our mail order and specialty pharmacy, was established in 2003 in Miramar, Florida. All mail, specialty, and retail claims adjudicate through our own real-time claims processing system. The average turnaround for new prescriptions is 24 hours, and refills 12 hours. Members can order refills through the internet, and physicians can call PPC directly to request a prescription or ask for medication to be delivered to their office for their patients. All specialty medication is shipped overnight using industry standards for temperature control. The prescription accuracy for PPC for the last two years has been 99.997% and member satisfaction with our mail service is 96%. We *never* repackage any medications. Pharmacy technicians personally call members' physicians if their refills are at '0' to get authorization so drug therapy is not interrupted. Monthly phone calls are made to all our specialty patients to ensure medication adherence and answer any member questions. PPC Customer Service is available 8am-8pm Monday through Friday, with a pharmacist on call during off hours.

ProCare Rx is proposing a 100% transparent pass-through pricing model. Our Clients pay *exactly* what we pay the pharmacy. No retail or mail pharmacy pricing 'spreads', and 100% of all rebates will go back to the Client. Our administrative fee/claims fee will be \$3.00/per claim (0-10,000 or \$2.50/10,001 – 20,000) and includes a wide range of programs and services too lengthy to list here. There are 3,442 drugs on our MAC list as of June 1, 2011; and we update the list no less frequently than monthly. We try not to update any given entry more than once in a given day. Our Clients have the right to audit and confirm all aspects of this transparent agreement.

The ProCare Rx National Formulary is an open 3 tier formulary that we can customize for any client (additional tiers, inclusion of OTC's, generic programs). We base our formulary on medications that will deliver the best clinical outcomes for members, while delivering the lowest costs for plan sponsors. Under our transparent pricing model, our Clients will *receive 100% of all rebates* from their formulary. The makeup of your formulary will be decided upon claims review during the implementation process. Members will always receive a pocket formulary for better formulary compliance and have access to their formulary via our Member Portal.

ProCare Rx's National Pharmacy Network includes all major retail pharmacies and most independent pharmacies across the country. A pharmacy can be added to our network within 30 days based on Geo Access reports or member/client notification. Custom pharmacy networks can be created for our Clients. One option that would give you even greater discounts at retail is our Access Based Network. We partner with major retailers like Target, Sav-more, Kmart, Walmart and others to create even lower copays for your members. We give these major retailers opportunities to compete against each other to gain access to this network and achieve

preferred status. The new Access Based Network contract rates are passed directly through to you; you pay *exactly* what the pharmacies bill us - no 'spread' pricing. Pharmacies are paid twice a month. Our administrative fee would still apply.

ProCare Rx does not pay any third party fees to claims processors - we are 'the switch' for electronic claims processing and own and maintain our own real-time claims processing system.

Our Customer Care Center is open 24/7 365 days a week with live customer care professionals who will be able to answer any member questions or concerns about their benefit plan. Our Member Portal is the place for members to review their formulary, receive generic alternatives and information about those generics, receive refill reminders, order refill prescriptions from our mail order ProCare PharmacyCare, find local pharmacies, and compare prescription costs.

ProCare Rx brings real-time on-line eligibility maintenance with our *Eligibility Manager*. Eligibility Manager is accessed by designated client staff to view and/or update member eligibility information, view claims history, benefit plan information, drug information, pharmacy and physician information, key manual Direct Member Reimbursement claims, and issue Prior Authorizations. Because eligibility changes are done in real-time, the designated client staff can either manually terminate members on-line or call our Customer Care Center to have a member terminated. Eligibility Manager is included in the administrative/claims fee. Members are given two (2) ID cards during implementation. We can also integrate our card with your medical benefit card if desired.

ProCare Rx's systems are extremely flexible in extracting any data, grouping, categories, etc. from our Clients' data warehouse. There are approximately 20 standard monthly reports. Reports can be provided on paper, electronically, or via the Internet. Clients can also request a customized report that turns into a standard weekly, monthly, or quarterly report; or extract the information themselves using our online reporting tools. *Reports on Demand* generates reports using real-time claims data right from our clients' desktop or laptop. This reporting tool is included in our administrative/claims fee. ProCare Rx's *Zero-In* is an interactive query tool that clients can use for specialized analysis of their prescription programs. *Zero-In* requires a licensing fee based on plan size, with the minimum group size of 500 members.

ProCare Rx uses clinical DUR programs and custom DUR edits at the benefit plan level to address all of your medication cost containment needs. We have step therapy programs within certain therapeutic classes and/or can customize a step therapy program for clients. Our Prior Authorization program includes administrative PA's (included in your administration/claims fee), clinical PA's \$24/per claim and physician consultation PA's for \$75/per claim. All of our pharmacies are audited twice a year.

ProCare Rx has not missed a 'Go-live' date in over 20 years. The shortest lead time for implementation of a customized benefit plan is 45-60 days depending on the size of the group. We prefer the standard NCPDP format but can work with any format the previous vendor may have. We waive a deposit requirement if a multi-year contract is signed. All clients are billed twice a month and separate billings can be issued for employee subdivisions, locations, etc.

Established in 1998, ProCare Rx is a privately held company wholly owned by Roger and Barbara Burgess. We employ over 150 full time employees. There are no switching charges paid by the pharmacies because *we are the switch*. There are no exceptions. ProCare Rx does not sell, distribute, or provide claims data and client information to outside vendors. There are no plans to sell, merge, or disband ProCare Rx now or in the future; in fact, we recently broke ground on the new corporate office complex.

ProCare Rx *Managing Your Pharmacy Benefit . . . One Patient at a Time!*