

Dear BlueAdvantage member:

This letter is to inform you of a change to our formulary. Effective September 1, 2009, your Pharmacist will request some additional information when you have prescriptions filled for some medications used for the treatment of any of the following conditions:

- Cancer;
- Nausea and vomiting due to chemotherapy;
- Rejections from organ transplants;
- Immune deficiency disorders;
- Some respiratory conditions requiring inhalation drugs;
- Non-functioning digestive tract;
- Some conditions requiring medication to be administered by an infusion pump; or
- High or intermediate risk of Hepatitis B.

This change is being implemented to help ensure that the appropriate benefits are applied and to help prevent medications that should not count toward your Part D benefits from being inappropriately applied.

When requesting a refill or submitting a new prescription for some medications used to treat the conditions included above, your Pharmacist may ask you some questions. These questions are being asked to help determine if your medication should be covered under your Part D or Part B benefits. Your Pharmacist may ask questions to help obtain knowledge of a Medicare covered transplant or how many hours have passed since your last chemotherapy treatment. In some instances, your Pharmacist may need to contact your Physician to obtain the necessary information.

If your pharmacist is unable to fill your prescription for any reason for the treatment of the above or any other condition please contact **BlueAdvantage Customer Service at 1 (800) 841-7434**. TTY/TDD 1(888) 423-9490. You may call our Customer Service Unit from 8:00 a.m. to 9:00 p.m. EST, 7 days a week. Please note: From March 2, to September 30, you may be required to leave a message on holidays and weekends.

Sincerely,

Robert Slattery, Vice President and General Manager
Senior Care Division
BlueCross BlueShield of Tennessee
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Chattanooga, TN 37402