

SOUTHERN CALIFORNIA DAIRY INDUSTRY SECURITY FUND

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IMPORTANT NOTICE

DATE: NOVEMBER 1, 2012

TO: ALL ACTIVES AND EARLY RETIREES ENROLLED IN KAISER UNDER THE SOUTHERN CALIFORNIA DAIRY INDUSTRY SECURITY FUND

FROM: THE BOARD OF TRUSTEES

RE: KAISER PRESCRIPTION BENEFITS
EFFECTIVE DECEMBER 1, 2012

The Board of Trustees would like to inform you about an exciting change that is occurring to your Kaiser Permanente Health Plan. Effective December 1, 2012, you will be able to utilize the Kaiser Permanente pharmacies. Now, you will be able to fully experience Kaiser Permanente's integrated healthcare model and enjoy the convenience of receiving all of your healthcare needs under one roof.

The Kaiser Permanente Pharmacy Benefit is as follows:

Walk-In Pharmacy

\$5 copay for each generic prescription - Up to a 30 day supply

\$10 copay for each brand name prescription - Up to a 30 day supply

Mail Order

\$10 copay for each generic prescription - Up to a 100 day supply

\$20 copay for each brand name prescription - Up to a 100 day supply

Kaiser Permanente is committed to meeting your pharmacy needs, and they have developed ways to make filling and refilling your prescriptions quicker and simpler. In many cases, you won't even have to go to a pharmacy to get your medications.

Remember, effective December 1, 2012, all members and covered dependents(s) must obtain all prescriptions or refills from a Kaiser Pharmacy.

Filling a new prescription: As of December 1, 2012 your Kaiser physician will send your new prescription electronically to a Kaiser pharmacy. Check in with the pharmacy where you will be picking up your medication, and it will be filled usually within minutes while you wait.

Transferring non-Kaiser Permanente prescriptions: If you have a prescription that was originally filled at a non-Kaiser Permanente pharmacy, you must transfer it to any of the Kaiser pharmacies. Call Kaiser Permanente toll free at 1-800-464-4000. Then give your Kaiser Permanente pharmacist the prescription number of the medication you need and the name and phone number of the non-Kaiser Permanente pharmacy. He or she will handle the rest. Please note that transfers can take up to 48 hours.

Also, if you are in need of medication during the transition process, you can walk into a Kaiser Permanente Pharmacy. Remember to bring your Kaiser Permanente identification (ID) card and a photo ID along with the medication bottle so that the pharmacist can adequately provide you with the medication needed.

Understanding your prescription: If you have any questions about your medication, please ask the pharmacist during your prescription consultation. Please make sure you've read and understood the information on your prescription label before leaving the pharmacy.

Medication counseling is available when new medications are prescribed, as well as when changes are made to existing prescription or any other need arises. Your pharmacist can also review medications and answer your questions. If you have any follow up questions after you leave the pharmacy, you can call a pharmacist toll free at 1-800-464-4000.

Refilling prescriptions Online: To order prescription refills for you or your family members online, go to kp.org/rxrefill 24 hours a day, seven days a week. You can also check on the status of your refills and look for information about medications and other health topics online.

Your prescription orders will be ready at your local Kaiser Permanente pharmacy within 48 hours. Or if you prefer, you can choose to have most prescriptions delivered directly to your home within 10 days at no additional cost to you. Postage will be paid by Kaiser Permanente. To use this secure feature, you'll need to sign on with your used ID and password. If you don't have a user ID and password yet, just register at kp.org/register.

Refills Over the Phone: To order refills by phone, (once you have filled a prescription at a Kaiser pharmacy), please call the phone number on your prescription bottle. Please have your member ID card and prescription containers ready so you can provide any information requested. When placing your order, you'll be told when you can expect your medication to be ready for pickup. If your prescription is non-refillable, you'll need to contact your doctor to process the renewal. Please call at least two days before your medication runs out.

Refills By mail: You can also have most prescription refills mailed to your home, postage paid. Just call Kaiser Permanente toll free at 1-800-464-4000. You'll have to pay for your prescription in advance with a Visa, MasterCard, and American Express, ATM Debt card or mail a check for the exact amount. Please allow up to seven business days for mail service.

Contacting Kaiser Permanente

Kaiser Permanente is available to answer your pharmacy questions. If you have questions about your benefits, contact the Kaiser Member Service Call Center at 1-800-464-4000, 7 days a week, 24 hours a day. For TTY service for the deaf, hard of hearing or speech impaired, please call 800-777-1370.

You may also contact Southwest Administrators, Inc if you have any general questions about the change in your prescription provider at 877-350-4792, extension 612.