



EXPRESS SCRIPTS®

P.O. BOX 66773
ST. LOUIS, MO 63166-6773

February 2018

Important Information About Your Prescription Plan

Dear Member:

~~We're writing to let you know that you were overcharged on a copayment for one or more~~
prescriptions at a participating retail pharmacy. This was the result of an error by Express
Scripts between January 1, 2015, and November 21, 2017.

Please be assured that the issue has been corrected and no action is needed on your part.
Enclosed is a check for the difference between the amount you paid and what you should have
been charged.* Future prescriptions will be charged at the appropriate amount based on your
plan.

We apologize for any inconvenience this situation may have caused. For any questions about
your prescription plan or this refund, please call us toll-free anytime at 800.988.4125. As
always, we value your membership and we look forward to serving your future prescription
needs.

Sincerely,

Kris D. Ramsey
Sr. Director, Member Services
Express Scripts

*Please be aware that if you paid for your prescriptions using funds from a Health Savings Account,
Health Reimbursement Account, Flexible Spending Account, or other tax-advantaged account, you may
have an obligation to return these funds to that account. If you have questions, please discuss with your
plan administrator or tax professional.

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