



Improved customer service expected with move to OptumRx

Group Health members can expect an improved customer experience when we move our pharmacy benefit manager (PBM) from MedImpact to OptumRx. OptumRx will take over this function beginning on Jan. 1, 2016, for our large



group, small group, individual and family, and individual and group retiree Medicare

Advantage clients without a Part D prescription drug benefit. The change for individual and group retiree Medicare Advantage clients with Part D prescription drug benefit will occur a year later, on Jan. 1, 2017.

Group Health made the decision to move to OptumRx, one of the largest PBMs in the country, because of our commitment to quality and affordability. With pharmacy benefits becoming increasingly expensive and complex, it's important to work with an organization that offers quality, state-of-the-art systems, an exceptional customer service experience, and affordability. OptumRx also has one of the largest pharmacy networks of all PBMs.

Transition planning

We're already working with OptumRx to assure a seamless transition with as little disruption as possible to our mutual clients. A few issues that we're working on:

Prior authorizations. Existing prior authorizations that are in the current MedImpact system are expected to transfer automatically to OptumRx. New Group Health members will need to obtain a new prior authorization when transferring into Group Health. Our pharmacy will work to help make this transition easy.

Pharmacy networks. The OptumRx pharmacy network includes national chains and regional pharmacies such as Bartell Drugs. If specific pharmacies are identified that aren't already included in the OptumRx network, we will work with OptumRx to evaluate the pharmacy and determine if it can be added to the network.

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Impact on mail order and specialty pharmacy.

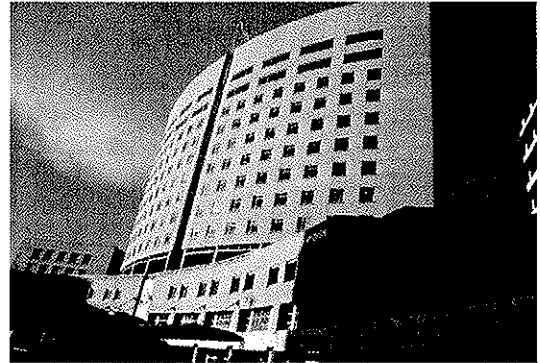
Group Health will continue offering prescriptions through its popular mail order pharmacy. Most specialty drugs will be dispensed through Group Health pharmacies, and some through Briova, OptumRx's specialty pharmacy company. Group Health or Briova will contact members impacted by this change to ensure no disruption in their ability to get needed prescriptions.

Member cards. Affected members can expect new cards prior to Jan. 1, 2016. It will be critical for new and renewing groups to send in enrollment forms in a timely manner to ensure that member cards are mailed in time. We will make every effort to get new cards to these members by Jan. 1, and will keep you and our mutual clients abreast of any issues related to this.

Plans moving forward for transition to Swedish

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Obstetrical-delivery and Special Care Nursery services have already moved to Swedish. That transition occurred as planned in February. Group Health family medicine physicians, pediatricians, obstetricians, and midwives now deliver babies at the First Hill location. Most other hospital services for Group Health Core HMO members and Medicare Advantage HMO members will move to Swedish beginning the third week of January in 2016. At that time, Group Health specialists at our Seattle clinics will begin seeing hospitalized patients and providing services, including surgeries, at the Swedish First Hill and Cherry Hill facilities.



Swedish has also been busy preparing to care for Group Health patients by expanding some facilities and adding support staff. "The Swedish and Group Health teams have been working together for months, hammering out details of the transition," says Carol Taylor, RN, regional director of Hospital Systems and Integration for the Seattle region. "Everyone is committed to making sure that our patients continue to experience outstanding care."

Though we expect this transition to go smoothly, we know that some of our clients may have questions about how it affects them. Below are answers to frequently asked questions.

Q How are you letting affected members know about this change?

A We communicated with our members last year, and we recently sent out another letter to affected members. Our goal is to make this transition as seamless as possible for our members.

Q Will Group Health change the way it provides care when hospital services are moved to Swedish?

A Our doctors and other providers are bringing the same model of care to their work at Swedish First Hill and Cherry Hill. Members can expect the same patient-centered approach and quality health outcomes at Swedish.

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