



Dear Valued RxAmerica Member:

Effective, July 20, 2007, your prescription mail order service is being improved to better serve you. This change will provide you with superior service and the latest technology in mail order pharmacy. There will be no interruption in service due to the change. Below is an outline of what will change for you and what will not change.

What will change with your mail service?

1. The paperwork you receive for your prescriptions will change. The vial label, packing slip, prescription drug information and invoice statement will be formatted differently but the information will remain the same. Attached are samples of each that compares what you currently receive to what you will be receiving.
2. New order forms are enclosed for your convenience, but you can still use the order forms for ADP. We will be replacing the old ordering forms with the new ordering forms over time.
3. The Web site will offer more features for your convenience. In addition to being able to request a refill through the Web site, you will be able to check real-time status of your prescription request, view a history of all prescriptions filled from now on, view health information, and update address credit card information. To register follow these steps:
 - a. Enter through your current Web site “www.adprx.com” and you will be directed to RxAmerica’s Web site.
 - b. Choose the Member Center login on the left side of the screen.
 - c. Click on 'Click here to register' and enter your Identification Number, First Name, Last Name, Birthdate and Gender to register.
 - d. You will be asked to choose a login name, password and secret question and answer. Your login and password can then be used from now on to access the site.

What will not change with your mail service?

1. The phone number will not change. You can either call the number listed below, or use the number you have in the past to contact us. Either number will allow you to ask any questions you have about your orders or to place a new prescription order.
2. Your prescriptions with remaining refills will not change. When you wish to request a refill we will be able to take care of your request either over the phone or by mailing them in to the same address that you have always used.
3. Our service will not change and will only get better.
4. Like ADP, RxAmerica Home Delivery is owned and operated by RxAmerica, so there will be no interruption in service due to the change. Prescriptions with remaining fills will be transferred automatically.

If you have any questions or concerns regarding this transition, please contact RxAmerica's Home Delivery customer service desk at 1-877-889-3402.

Sincerely,

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