



February 20, 2001

Subject: Internet Prescription Service

Dear Member:

Our records show that you have obtained prescription maintenance medications through our Internet pharmacy provider, PlanetRx.com. PlanetRx.com is no longer accepting new prescriptions effective February 12, 2001, and will not process prescription refills after February 26, 2001.

Effective immediately, HPR members may arrange to obtain covered maintenance medications via the Internet using our mail order pharmacy provider, Express Scripts, Inc. To begin using the Express Scripts, Inc. Internet prescription service, please follow these steps:

- Telephone your prescribing physician and ask that a new prescription for your maintenance medication(s) be mailed to you.
- Complete the enclosed Express Scripts, Inc. patient profile form.
- Mail your prescription(s) and the completed patient profile to:
Express Scripts, Inc.
PO Box 27226
Albuquerque, NM 87125-7226
- After your initial prescription has been processed, you will be able to order refills online from Express Scripts, Inc. via HPR's website at www.hpr.org.

We regret any inconvenience that may result from the closing of the PlanetRx.com website. We hope that you will find Express Scripts, Inc. a convenient way to refill your prescriptions for maintenance medications online.

Thank you for your membership in HPR. If you have questions about your health plan coverage, please call Customer Services at 707-525-4300 or 800-248-2070, Ext. 300. The hearing and speech impaired can use the California Relay Service's toll-free number: 800-735-2929 (TTY/TDD) 8 a.m. to 5 p.m. Monday through Friday. Ask for Health Plan of the Redwoods at 707-525-4300.

Sincerely,

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Director of Service Management