

**BULLETIN 09-9**  
**TO: ALL HUMAN RESOURCE AND**  
**BENEFITS CONTACTS**

**FROM: DEPARTMENT OF ADMINISTRATIVE SERVICES (DAS)**  
**HUMAN RESOURCE DIVISION**  
**BENEFITS ADMINISTRATION SERVICES (BAS)**

**DATE: July 28, 2009**

**SUBJECT: New Pharmacy Mail Service Provider: Immediate Pharmaceutical Solutions (IPS)**  
**effective August 1, 2009**

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On August 1, 2009, your mail service pharmacy provider will transition from Walgreens Mail Service to IPS. IPS, in an effort to provide superior customer service, is making a tremendous effort to make the transition a smooth one for the members of our health plans. You should have recently received a packet of information about IPS and the transition at your home. Additionally, as part of the transition, it was agreed that phone outreach by Catalyst Rx would be part of the process, particularly since there has been such a short implementation time frame.

IPS received a file from Walgreens which had the most up to date shipping and contact information for our members with active scripts. It is being used by Catalyst Rx in support of IPS to make outreach calls to confirm information, to provide a registration opportunity if the member hasn't registered with IPS to date or if there was missing information on a mailed registration form. Because of a lag time between entering new registrations versus updating the call log, members who have recently mailed in their orders could still receive a call.

In addition to registering for mail service via mail and phone, employees can register online by going to [www.catalystrx.com](http://www.catalystrx.com), logging in, and clicking on the mail order tab on the left hand side of the web page or going directly to the IPS website, [www.isprx.com](http://www.isprx.com).

Mail service is a convenient and cost-effective method of receiving your prescription medication and since mail order is now entirely voluntary, we want to make every effort to ensure that members have a positive experience with our new mail provider.