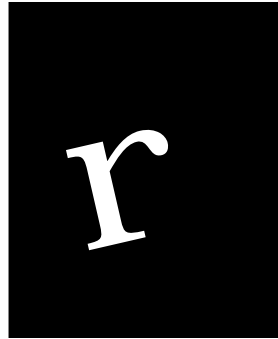


# The FORUM



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Escapees Mail Service Newsletter  
Volume 13, Number 5, November 2004

## Happy Holidays!

As the holiday season embraces us this year, let's rejoice in the fact that we are able to congregate in a mutual pledge of sharing and caring that bonds us like no other network of friends. Let's not focus too intently on today's work or tomorrow's dreams, but be thankful for the miracle that surrounds us.

### Holiday mail schedule

#### Thanksgiving

Since the Thanksgiving holiday falls on Thursday, November 25, mail scheduled for that date will be sent on November 24 instead. If you have any changes to your instructions, please call them in by 5:00 p.m. on November 23. The mail service will be open and following its regular schedule for Friday, November 26, but changes to the Friday schedule must be called in no later than 5:00 p.m. on Wednesday, November 24.

#### Christmas and New Year's schedule

All regular mail schedules will apply. The mail service (and general business office) will close at noon on Christmas Eve.

### A lot to be thankful for

Escapees Mail Service has spent another year striving to improve its service. We have a lot to be thankful for and a lot to be proud of, too. In the past few months, we upgraded our membership cards so that all mail service members will now receive a new, hard, plastic card when they renew this year. We were able to add identity theft protection benefit *free of charge* to all of our annual mail service subscribers. And now we are proud to announce a brand new, one-of-a-kind, hometown pharmacy discount drug and delivery plan especially designed for Escapees Mail Service members!

### Escapees Preferred Customer Card (EPCC)

Escapees RV Club has partnered with Brookshire Brothers Pharmacy to provide you with an Escapees Preferred Customer Card that offers significant savings on prescriptions purchased from Brookshire Brothers Pharmacy. Members may now order their prescriptions by phone, fax, or e-mail and have those orders *hand-delivered* to Escapees Mail Service.

We believe this program will offer many benefits to members. Most importantly, we feel everyone should have their own pharmacist to protect them. Sometimes only your pharmacist sees your entire drug profile. If you take several drugs or visit several doctors, you need your own pharmacist to monitor your prescription profile and warn you and your doctor when changes in drugs or doses are appropriate.

This program also provides a handy, one-of-a-kind, personal delivery option to members. We've all experienced the hassles associated with picking up pharmacy orders in person. We believe this personal-delivery option will be a major convenience. This hand-delivery option from Brookshire Brothers eliminates the *initial* mailing to our facility, reducing both delivery time and potential delays. If you are staying at Rainbow's End, you may pick up your order in person without ever stepping foot in the pharmacy. If you are traveling, we will simply forward your order to you with your next mailing.

Obviously, this service will also provide a substantial discount, which will be particularly useful to those not currently covered by an insurance plan.

### How to get started

Order your Escapees Preferred Customer Card today by filling out and mailing the enrollment form on the back page of this *Forum*. (You may call us at 800-231-9896 or the Brookshire Brothers toll-free number, 866-727-8449, if you have questions.)

Once your enrollment form (only one per family needed) has been received by Brookshire Brothers Pharmacy, your Escapees Preferred Customer Card (EPCC) will be mailed back to you. You may then present your card to the pharmacist in person (when you place your prescription order) or provide the information on your card when you call, fax, or e-mail your pharmacy request.

Remember, this is not a prescription insurance program! It is a program designed especially for Escapees members to provide both discounts and service. There are no claim forms or referrals needed. Once enrolled, your doctor can place the order for you, or you may transfer your prescriptions from another pharmacy, whenever you are ready. The Livingston Brookshire Brothers Pharmacy will fill your prescription according to what your physician has prescribed and save you money in the process! You simply make arrangements for payment (typically a credit card is needed). Then your hometown Brookshire Brothers Pharmacy will deliver your prescriptions to the Escapees Mail Service, and your personal instructions will be followed.

### Annual fees are waived!

We are pleased to announce that, in addition to offering Escapees members the best discount that Brookshire Brothers Pharmacy offers (comparable to what Brookshire's provides to their own employees!), they are also waiving the standard annual program charge and enrollment fees that are used for processing the paperwork and mailing out the plastic cards. That means your EPCC is absolutely free!

# Have some questions?

We have prepared some typical questions and answers to help you better understand this program.

If you have further questions, please feel free to contact Brookshire Brothers.

Pharmacy hours: 8:30 am – 6:00 pm Central, Monday-Saturday (voice mail during off hours)

**Pharmacy toll-free number: 866-727-8449 • Pharmacy fax number: 936-327-3953**

**E-mail: [escapes@brookshirebrothers.com](mailto:escapes@brookshirebrothers.com)**

## **1. Who will benefit most from this program?**

Members who travel and use the Escapees Mail Service, but have no employer-sponsored medical plan or prescription drug benefit for medical insurance or public assistance.

## **2. How will I get my prescriptions?**

The Brookshire Brothers Pharmacy in Livingston will fill your prescriptions and deliver them to Escapees Mail Service, who will then forward them with your next mail delivery.

## **3. How will I pay for my prescriptions?**

You can pay by credit card for each delivery, or you can provide Brookshire Brothers with your credit card information so that they can automatically charge your account when they fill your orders. Please allow two days for processing your prescription orders.

## **4. Who pays the postage?**

Brookshire Brothers will personally deliver your prescriptions to your “home address” on Rainbow Drive. You will pay the standard forwarding postage.

## **5. Why do I need a hometown pharmacy?**

Everybody should have their own pharmacist to protect them. Drug therapy is very complicated today, and there are many new drugs on the market. Some drugs do no good if you take too little. Others can cause harm if you take too much. Sometimes there is not much room in between. Many drug names look and sound different but do the same thing. Sometimes only your pharmacist sees your whole drug profile. If you take several drugs or visit several doctors, you need your own pharmacist to monitor your prescription profile and warn you and your doctor when changes in drug or dose are appropriate. Locating all your prescriptions at your hometown Brookshire Brothers Pharmacy will solve this problem for traveling RVers.

## **6. Are there some prescriptions that I should not use this program to obtain?**

Yes. This program should not be used for emergency drugs or for acute conditions. For example, if you have to go to the emergency room and get prescriptions for antibiotics or pain medications that you need to start immediately, you should get those prescriptions filled wherever you are. If you start on a new drug, you may want to ask your doctor for samples or a starter prescription to fill locally, then send your continuing supply prescription to your hometown Brookshire Brothers.

## **7. How much money will the EPCC save me?**

That’s difficult to answer without a personalized estimate. Brookshire Brothers promises to provide Escapees Preferred Customers with the best price available to large group programs. Once you obtain your EPCC, you can contact your hometown Brookshire Brothers Pharmacy for an estimate, if you like.

## **8. How do generic drugs work with this program?**

Your Brookshire Brothers pharmacist will suggest the opportunity to dispense a generic drug when it is available or appropriate to your physician’s directions. The utilization of a generic product will, in most cases, save you even more money. They will also make suggestions for multi-month quantities when appropriate savings are possible. The program guarantees that you will receive the pharmacy’s lowest price on the product prescribed for you.

## **9. My prescriptions are mailed to me from the VA. Can the EPCC save me money?**

Not if you get your prescriptions from the VA and do not pay a co-pay (some veterans do pay a co-pay). But, if you do pay a co-pay for your VA prescriptions and you take an older drug that has a generic alternative, you probably can buy a multi-month supply or multiples of 100 for less than the monthly VA co-pay. Your hometown Brookshire Brothers can advise you.

## **10. Should I get a Medicare Drug Discount Card or the Escapees Preferred Customer Card?**

You could have both. If you have very low income and can qualify for the Medicare Drug Discount Card \$600 drug benefit, then you should get it. Otherwise, the EPCC will provide you with a better discount. The problem with the Medicare cards for RVers is that they have to be used in a specific area. Now you could get a Livingston Medicare Drug Discount Card from your hometown Brookshire Brothers and fill all your prescriptions in Livingston and have them delivered to the mail service. However, if your income is too high to qualify for the \$600 benefit, the EPCC will be a better price.

## **11. How do I get my new prescriptions to Brookshire Brothers Pharmacy in Livingston?**

You or your doctor can mail your original prescriptions. Your doctor can also fax or phone in your prescriptions to the pharmacist. Some restrictions may apply to transferring some narcotic prescriptions.

## **12. How can I get my prescriptions transferred?**

Contact your hometown Brookshire Brothers Pharmacy. Provide them with the name, address, phone number of the last pharmacy that filled your prescription, along with the prescription’s number. Also provide the name of the drug, strength, quantity, directions, and as much detail about your prescription as possible. Transfers take time and require the cooperation of another pharmacy, so please allow extra time to get this done.

## **13. What if I am already on a pharmacy insurance card program?**

If you are on another pharmacy program that does not require you to use mail order, your card will be accepted by our program.

## Enrollment Checklist

- Fill out the enrollment form on the back side of this sheet.
  - ✓ *name*
  - ✓ *address*
  - ✓ *date of birth*
  - ✓ *signature*
  - ✓ *date*
- You will see that the pharmacy information has already been filled in for you.
- Clip out your EPCC form and mail it in the courtesy envelope provided.
- Your EPCC form should be mailed directly to  
Brookshire Brothers Pharmacy Store #21  
1253 W. Church  
Livingston, TX 77351

NOTE: Disregard the pharmacist fax number listed on the bottom of the enrollment form. That number is only for the pharmacist to use!

Questions? Please call the Brookshire Brothers  
toll-free customer courtesy line:

**866-727-8449**

### **Your EPCC does cover:**

- Federal Legend Drugs: Any medicine which bears the legend  
*"Caution: Federal law prohibits the dispensing without a prescription."*
- Insulin and syringes (when ordered by your physician)

### **Your EPCC does not cover:**

- Over-the-counter medications
- Injectable medications (except insulin, Anakit, EpiPen, and Imitrex)

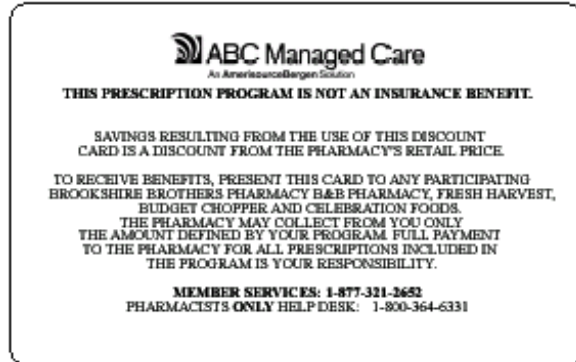
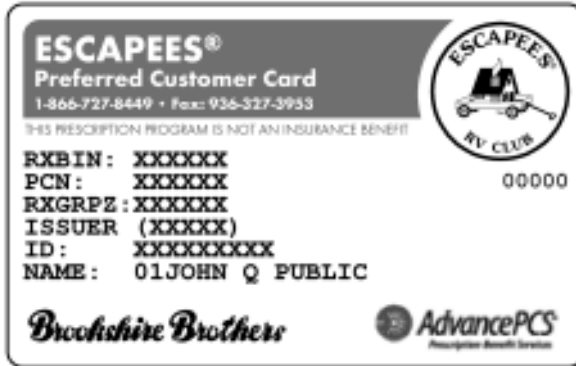
Remember, this is not an insurance program;  
it is a discount program for preferred customers.

# Brookshire Brothers

## EPCC Enrollment Form

Thanks for choosing the Brookshire Brothers Preferred Customer Card. This program offers you and your family discounted services for prescriptions and other services.

This is not an insurance program; it is a discount program for preferred customers.



<b>CARDHOLDER INFORMATION (Please Print)</b>			
Last Name:		First Name:	
Address:		City:	State: Zip:
Cardholder ID _____ (PPN will assign & fax back to pharmacy)		Date of Birth: MM _____ DD _____ YYYY _____	

\*All family members will process under Cardholder ID.

**Cardholder:**

This program is provided by this pharmacy and is administered by ABC Managed Care. This program does not provide insurance coverage. The program offers the cardholder and dependents preferred pricing on prescription medications from this pharmacy. By using this card, you acknowledge and agree that ABC Managed Care may have access to your medication data and use it for administration of this program. In order to make preferred pricing possible, rebates paid by manufacturers for certain medications in this program will be retained by the plan administrator.

Cardholder Signature:		Date:	
<b>PARTICIPATING PHARMACY INFORMATION (Please Print)</b>			
Name: Brookshire Brothers Pharmacy #2		NCPDP: 591005	
Address: 1253 W. Church		City: Livingston	State: Zip: TX 77351
Area Code: 936	Phone: 936-327-4354		Fax: 936-327-7741
Pharmacist Name: John Muzny, R. Ph.	Signature:		Date:
AdvancePCS BIN: 004336 RXGRP: AMBCRX	Z 1	Pharmacy Help Desk 800-364-6331	

**ESCAPEES MEMBERS:** This enrollment form must be mailed to Brookshire Brothers Pharmacy #21, 1253 W. Church, Livingston, TX 77351

**(Office use only) Pharmacist:** You must submit the RxGroup of AMBCRX and full member ID to AdvancePCS BIN 004336 in order to process claims. FAX FORM TO 714-385-6920.