



<Head of Household Full Name>
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<Head of Household City>, <Head of Household State><Head of Household Zip - 5>

January 4, 2012

RE: <Recipient Full Name>

Important Announcement – Specialty Medicine Pharmacy Change

The Department of Vermont Health Access (DVHA) is changing its specialty pharmacy to Ascend Specialty Pharmacy (Ascend) for all specialty medications you previously obtained from ICORE. This means that beginning February 15th, 2012 you must get your specialty medicine from Ascend. DVHA has also told your doctor about this change.

Specialty drugs are expensive injectable drugs or complex oral drugs that need special care and instructions for preparing, using and storing in your home. **Ascend** has a lot of experience in handling these types of medicines. They will provide you with high-quality service, and fast and safe delivery of your medicines. Ascend also offers free education about your medicine to you and your family.

Information about Ascend, as well as answers to frequently asked questions, is included with this letter.

Important Information

- ❖ You are currently getting a specialty medicine for you or your child from ICORE pharmacy. Beginning February 15, 2012, you will no longer be able to get that specialty medicine from ICORE.
- ❖ You will still be able to get all other medicines at any pharmacy that usually fills medicines for DVHA members. This change only affects the specialty medicine you are currently getting from ICORE.
- ❖ You do not need to ask your pharmacy or doctor to do anything. Ascend will contact you and your (or your child's) doctor before February 15, 2012 to get the information needed to fill the next order of specialty medicine.
- ❖ Between now and February 15, 2012, you are still able to fill your specialty medicine through ICORE.

If you have any questions about Ascend or how to order your specialty medicine, please contact Ascend at **1-866-843-3604** or DVHA Member Services (MAXIMUS) at 1-800-250-8427.