



INNOVIANT IS NOW INNOVIANT BY PRESCRIPTION SOLUTIONS

Since being acquired in early 2008, Innoviant has been part of Prescription Solutions — the pharmacy benefit management segment of UnitedHealth Group. We're now integrating our name with Prescription Solutions. This is a strategic decision to help minimize marketplace confusion by aligning company names within the segment.

This is a name integration only. It will not impact current contracts, benefit structures, claims processing platforms, account management support or customer service. We're also managing this change to ensure your benefit plan members experience uninterrupted service and can continue to use their existing ID cards.

The name integration will not impact Innoviant's service offering with UMR, a third party administrator (TPA) and sister UnitedHealth Group Company. Whether you are a direct Innoviant or a mutual UMR client, you will continue to receive the same top-notch service and products you've come to expect from Innoviant.

Starting April 1, 2009

Effective April 1, all client and member collateral and most websites will reflect the following:

- A modified logo — “Innoviant by Prescription Solutions” — used in all Innoviant communications
- Use of Prescription Solutions guidelines for colors, fonts, graphic treatments, etc.

Plan Sponsor Advantages

Prescriptions Solutions is an established leader in the PBM industry. By aligning Innoviant's strengths with the resources of Prescription Solutions, we expect to provide an even higher level of service.

Innoviant's customizable benefit design options, high touch client service model, transparency and TPA expertise remain unchanged. Now, with Prescription Solutions, we'll also be able to deliver more competitively priced and innovative products to you and your benefit plan members.

Member Messaging

Although your members may notice a different look and logo in our member communications, neither their benefits nor the service they receive from Innoviant will change.

Starting April 1, member mailings will include a short communication explaining the name integration. We are also preparing our Customer Service Center to handle questions about this change. However, if you receive member questions about Innoviant integrating its name with Prescription Solutions, you may use the following to provide answers. Please note, this messaging is written as a dialog between you and your benefit plan members.



Member Book
Brochure: NV0223
Payroll Stuffer:
NV0222





Innoviant to be called Innoviant by Prescription Solutions

Innoviant, which has been part of Prescription Solutions since early 2008, is integrating its name with Prescription Solutions. Because both organizations are pharmacy benefit managers (PBMs), this change is an opportunity to align them under one name while providing you and our plan with the same services.

Only the name is being integrated - nothing else will change

- The pharmacy benefit plan we sponsor for you is not changing. The name integration will not affect which medications are currently covered by the plan or your out-of-pocket contribution amounts.
- You can continue using the same pharmacies and presenting the same ID card when filling prescriptions.
- *If your plan design includes mail service* — If you use mail order, you will continue receiving your mail order prescriptions from the same mail service pharmacy.
- If you have questions about your pharmacy benefits, you'll still call the Innoviant Customer Service Center at **1.877.559.2955**; when you call, you'll access the same team of Pharmacy Benefit Technicians who have answered your questions since our plan joined Innoviant.
- Our prescription benefits are still managed by the same Innoviant team. The only change is that the team is now called Innoviant by Prescription Solutions.

Changes you may notice starting April 1

- You will see a modified version of the Innoviant logo — “Innoviant by Prescription Solutions” — on communications you receive from Innoviant.
- You may notice different fonts, colors and graphics in Innoviant communications. This applies only to the design. The content of these communications will not change as a result of the name integration.

About Prescription Solutions

- Serves more than 11 million benefit plan members nationwide through a retail network of 64,000 pharmacies and modern mail service pharmacy facilities
- Covers the full spectrum of pharmacy services, including Specialty Pharmacy and robust, value-added clinical and disease/medication management programs
- As UnitedHealth Group's Pharmacy Benefit Management segment, can leverage the size, resources and buying power of our Fortune 100 parent company
- Recognized for service and quality
 - URAC Accreditations
 - › Pharmacy Benefit Management
 - › Disease Therapy Management
 - › Specialty Pharmacy
 - › Mail Service
 - J.D. Power and Associates — “Highest in Customer Satisfaction with Mail Order Pharmacies”
 - WilsonRx
 - › #1 National Pharmacy Benefit Manager in Overall Member Satisfaction
 - › #1 National Mail Order Pharmacy in the 2008 WilsonRx® Pharmacy Survey
 - Perfect “Five-Star” rating from the Centers for Medicare and Medicaid Services (CMS)
 - TIPPS Certification (Transparency in Pharmaceutical Purchasing Solutions) from the HR Policy Association