

Introducing more choice for your pharmaceutical needs

At The Home Depot, we are committed to taking care of our people. That's why our benefits plan is introducing more options for your pharmaceutical needs. Starting on July 1, 2016, you may choose to use the Express Scripts Canada Pharmacy or ANY pharmacy to fill your prescriptions. The choice is yours.

You spoke, we listened...

Earlier this year we introduced what we believe to be a better pharmacy experience via Express Scripts Canada Pharmacy. While some of you have expressed concerns, others have benefitted from:

- free delivery
- refill and renewal reminders
- 24/7 on-call pharmacists
- up to a 90-day supply of medication

We have come to realize that one size doesn't fit all. That's why the use of the Express Scripts Canada Pharmacy will no longer be mandatory after July 1, 2016. You may visit ANY pharmacy for your prescription drug needs.

The only difference will be what you pay for the dispensing fee. There is no additional charge to you for the Express Scripts Canada Pharmacy dispensing fee. However, if you decide to use another pharmacy, we will only cover up to a \$7 dispensing fee. You will pay any costs above \$7 out of your own pocket.

Money-saving tip!

Dispensing fees can vary from pharmacy to pharmacy, with big box store pharmacies generally charging lower fees. You may save yourself money by comparing the dispensing fees your nearby pharmacies charge. Dispensing fees may not be posted so ask what they are before you fill your prescription.

Thank you for taking the time to share your feedback. Your opinion is important to us and we are committed to taking care of our people.

FAQS ON EXPRESS SCRIPTS CANADA PHARMACY

How is the benefits plan changing as of July 1, 2016?

Starting on July 1, 2016, you may choose to use the Express Scripts Canada Pharmacy or ANY pharmacy to fill your maintenance medications for chronic conditions. The choice is yours. You will be reimbursed by Manulife regardless of whether you use Express Scripts or another retail pharmacy

Can I continue to use the Express Scripts Canada Pharmacy for my maintenance medication?

Yes, you can. If you have already joined the Express Scripts Canada Pharmacy and wish to continue to enjoy the benefits, no action is required on your part.

Can I still join the Express Scripts Canada Pharmacy?

Yes, you can. If you have not joined the Express Scripts Canada Pharmacy and you are interested in becoming a member, you can sign up online using the VIP Code HOME or call their Member Contact Centre toll-free at 1 855 550-MEDS (6337). All you need to have on hand is your HD Manulife Benefits card and any prescriptions that you take on an ongoing basis.

I no longer wish to use the Express Scripts Canada Pharmacy. How do I transfer current maintenance medication prescriptions from the Express Scripts Canada Pharmacy to my retail pharmacy?

Have the name, telephone and fax number of the pharmacy you wish to transfer your prescriptions to on hand. Call the Express Scripts Canada Member Contact Centre at 1 855 550-MEDS (6337). Ask to have your prescription(s) on file transferred to the pharmacy of your choice. At the same time, ensure you cancel the auto-refill feature so you don't receive unnecessary deliveries.

Can I continue to use the Express Scripts Canada Pharmacy for some of my maintenance medication and my retail pharmacy for other maintenance medication? If so, how will I get reimbursed for other maintenance medications I have filled at my retail pharmacy?

Yes, you can use a combination of Express Scripts and your retail pharmacy to fill your maintenance medications. The same 20 per cent co-pay will continue to apply for your maintenance medication prescription costs whether you fill them through the Express Scripts Canada Pharmacy or a retail pharmacy.

****UPDATED**: I didn't transfer my prescriptions to the Express Scripts Canada Pharmacy by the Feb. 29, 2016 deadline and I've been paying for my medication without reimbursement. Can I now be reimbursed for previous orders with my retail pharmacy?**

Yes, you can. If you paid out-of-pocket for prescriptions after March 1, 2016, you can now submit a claim for reimbursement. The claims must be submitted by mailing in an Extended Health Care form with all receipts. Claims can be submitted for up to one year after the purchase date.

To download the form, please log into your Manulife account at www.manulife.ca/homedepot and click on Forms > Claim Forms > Find A Form. Search for "Extended Health Care" and click on the green arrow to download.

Please mail claims directly to Manulife using the instructions on the form.

ONLY in the event of a postal strike will you be able to submit your claim using these alternative methods:



- Fax claim forms (and all accompanying information) to 519-725-6609 or toll-free at 844-595-9551
 - Will not be active unless a strike occurs
 - Send to 'Attention: Group Health and Dental Claims'

Drop off claim forms at one of the designated [Manulife drop-off offices](#). They will be sent via interoffice mail to the appropriate area.

How much will I be reimbursed for the dispensing fee if I don't use Express Scripts?

If you choose not to use the Express Scripts Canada Pharmacy, we will cover up to a \$7 dispensing fee. You will pay any costs above \$7 out of your own pocket.

Where can I find details about my health care benefits?

For details about your health care benefits visit: livetheorangelifecan.ca or call the Compensation & Benefits Services Group at 1-866-698-4347.