



October 28, 2011

Caterpillar Selects New Exclusive Specialty Pharmacy Provider

Dear Caterpillar Healthcare Provider,

Caterpillar is committed to providing your patients with access to quality, cost-effective prescription drugs and services to help them manage their condition. As such, we are pleased to announce we have recently selected ICORE Healthcare (ICORE) as our exclusive specialty pharmacy provider.

Effective January 1, 2012, all prescription drug requests for specialty products must be submitted to ICORE for fulfillment. Our current Prior Authorization (PA) process will remain the same; patients with an existing authorization will not need to request a new PA until the current authorization has expired.

ICORE will offer your patients access to the following specialty services:

- **Comprehensive coordination of care** including benefits investigation, prior authorization coordination and ongoing refill reminders
- **Direct access to pharmacists and nurses** available toll-free to answer any questions
- **Clinical programs** to monitor patient progress to help achieve optimal treatment outcomes
- **Educational materials**, such as instructional guides, to assist with self-administering medication
- **Free delivery** of medication to the patient's home or another address within two days of ordering
- **Ancillary supplies** at no additional cost, such as syringes and needles

Beginning January 1, 2012, you may submit a prescription for fulfillment by contacting ICORE at 866-554-2673, or faxing your prescription to ICORE at 866-364-2673.

Caterpillar's specialty products list that will be administered by ICORE is enclosed for your awareness. The list will also be posted on CatHealthBenefits.com under the For Providers tab > Prescription Drugs beginning November 1, 2011. That is where you can always find the current version of the list.

If you have any questions about this update to our pharmacy network, please refer to the enclosed Frequently Asked Questions or contact Restat at 877-228-7909, Mon. – Fri. 7 a.m. – 1 a.m. and Sat. – Sun. 8 a.m. – 5 p.m. (Central time).

We appreciate your continued support.

Sincerely,

Darin Hinderman
Prescription Benefit Manager