McKESSON

Empowering Healthcare

McKesson Health Incentives

A quick guide to navigating the various health incentive web sites

What's inside

Introducing Personal Health Insights May 2009

Contacts

Access IncentOne by logging on to *Your Benefits Resources* at http://resources.hewitt.com/mckesson and clicking the IncentOne link

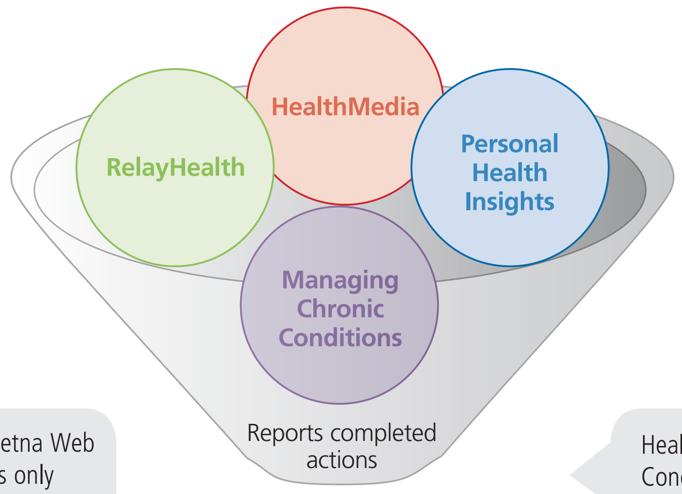
A number of organizations work together to make our Health Incentives Program a success – use the information below to determine who to contact if you have questions. If you're not sure who you should contact, you can always call the McKesson Employee Services Center for assistance.

You may be able to find the answer you're looking for in the frequently asked questions available on the IncentOne Web site – click "Customer Service" located in the main tool bar.

Contact	For questions about
IncentOne Email: CustomerService@IncentOne.com 1-800-443-8237 8 a.m. – 7 p.m. Central time, Monday through Thursday (on Friday, until 6 p.m. Central time)	✓ General information about the IncentOne Web site and Health Incentive HRA ✓ Incentives earned
Aetna 1-877-286-3900 www.aetnanavigator.com	✓ Health Incentive HRA claims ✓ Your account balance
McKesson Employee Services Center 1-866-772-6601 9 a.m. – 5 p.m. Central time, Monday through Friday	✓ Eligibility
Health incentive contacts	
HealthMedia 1-866-433-9284	✓ Health Risk Assessment Questionnaire ✓ Healthy Living Programs
RelayHealth 1-866-RELAY-ME	✓ RelayHealth accounts
Managing Chronic Conditions	✓ Eligibility
Condition Support Program 1-866-408-9644	✓ Managing Chronic Conditions Program information
Caremark 1-800-378-0822 www.caremark.com	✓ Chronic condition prescription drug discounts for Build Your Own Point of Service (POS) Plan participants

How the health incentive organizations work together

There are normal processing delays between completing an action and having corresponding incentives available for your use. Several steps take place to record your action and transmit completion information to the appropriate resources.



If you're a new visitor to the Aetna Web site, you will be allowed access only after dollars are posted to your account.

HealthMedia and Managing Chronic Condition actions are posted to IncentOne about 2 weeks after completion (4 weeks for Personal Health Insights and RelayHealth)

IncentOne

- Provides program information
- Tracks completed actions
- Reports completed chronic conditions program actions to Caremark
- Reports dollars earned to Aetna

Aetna

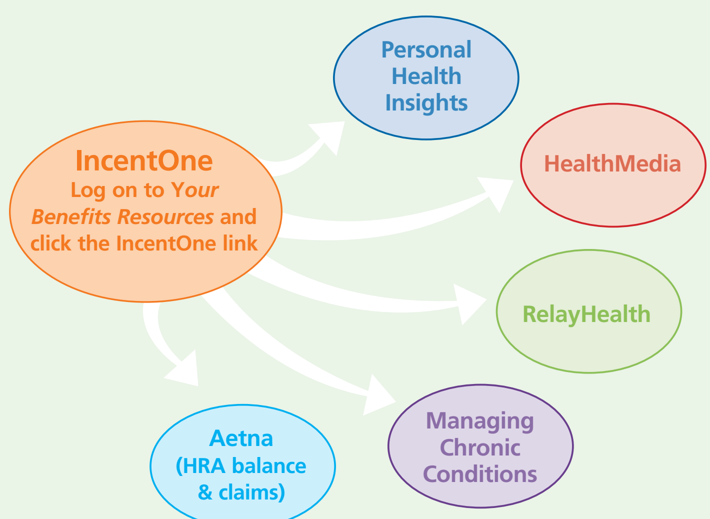
- Pays claims
- Tracks account balance and claims activity

Caremark

Approves prescription drug discounts under the Build Your Own POS Plan and Out-of-Area Plan

Not sure where to begin?

Use the IncentOne Web site as your home base. There's no need to remember all the ways you can earn incentives or the different Web sites you should visit. Take advantage of ***IncentOne – your one-stop source for information.*** Learn about the actions you can take, specific completion requirements, incentives you can earn, and how to file a claim.

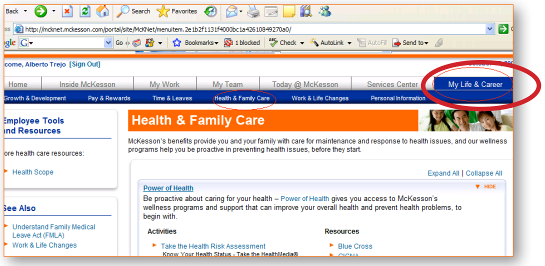


Go to Your Benefits Resources & click the IncentOne link

Your gateway to Health Incentive information

The IncentOne Web site is your gateway to the McKesson Health Incentives Program. Visit the site to learn about actions you can take to earn incentives, completion requirements, dollars earned, and more.

How to access the IncentOne Web site



Step 1

Connect to *Your Benefits Resources*

- From work: Click the "My Life and Career" tab on McKNet.
- From home: Go to http://resources.hewitt.com/mckesson.

Step 2

Log on to *Your Benefits Resources*

- Enter your SSN and password, then click "Log On."
- Click the IncentOne link.

Use the "Log On Help" tools to register as a new user or for assistance if you've forgotten your password.

Step 3

Explore IncentOne

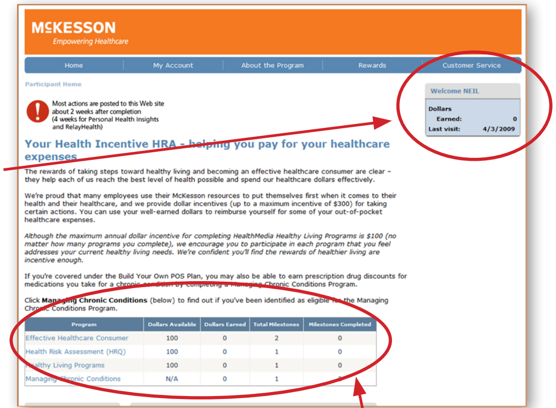
- Take some time to familiarize yourself with the site and learn about the actions you can take to earn dollar incentives and prescription drug discounts.

How to contact IncentOne

Call 1-800-443-8237 between 8 a.m. and 7 p.m. Central time, Monday through Thursday (on Friday, until 6 p.m. Central time)

Send an email to CustomerService@IncentOne.com

How to navigate the IncentOne Web site



Step 1

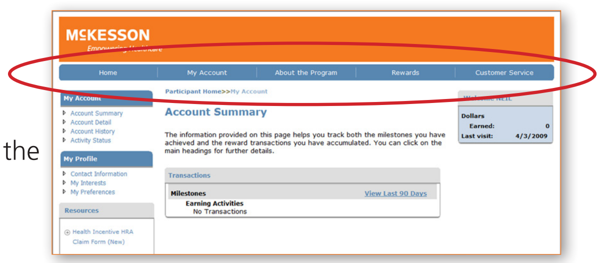
Familiarize yourself with your Home page

- The Welcome box on the right side of the page shows dollars you have earned for your Health Incentive HRA. Keep in mind that:
  - The IncentOne Web site tracks your total dollars earned.
  - Aetna tracks your account balance (dollars earned minus dollars used) and related claims processing activity. See the *Quick Guide to Aetna* section on page 11 for additional information.

Dollar incentives are normally available for your use within two weeks of completing an action (slightly longer for Personal Health Insights and RelayHealth which are updated monthly). Contact Aetna to check the current balance in your account.

- The Home page lists available programs, dollars you can earn, and the number of milestones that must be completed to earn the maximum dollar incentive under each program. For example, you can earn up to $100 by completing two milestones under the Effective Healthcare Consumer Program. By clicking "Effective Healthcare Consumer," you can learn about the two milestones you'll need to complete.

What is a milestone? A milestone refers to an action you need to complete to earn health incentive dollars.



Step 2

Use the tabs at the top to navigate

- Click "My Account" to track both the milestones you have completed and the incentives you have accumulated.
  - Access the links in the My Account box on the left side of the page to obtain detailed account information.
- Click "About the Program" to review information about the actions you can take, including links to the appropriate Web sites to get started. For example, when you're ready to start a HealthMedia Healthy Living Program, simply click the provided link to connect to the HealthMedia Web site.
- Click "Rewards" to view a listing of the incentives available for each action you take.

Step 3

Want more information?

- View program updates and alerts by clicking the "About the Program" tab and then clicking "News."
- Contact IncentOne if you have questions about the Health Incentive HRA or your incentives earned.
- Review frequently asked questions by clicking the "Customer Service" tab and then clicking "Frequently Asked Questions" or "FAQs."

Managing Chronic Conditions

The Managing Chronic Conditions Program is designed to help employees who have asthma, diabetes, high blood pressure, high cholesterol, or heart disease. All employees who have one of these conditions are encouraged to participate – if you're covered under the Build Your Own Point of Service Plan or Out-of-Area Plan, you'll be rewarded for completing the program by receiving discounts on certain medications prescribed to treat your chronic condition. Highlights of the program are summarized below.

McKesson-sponsored Medical Plan	Managing Chronic Conditions Available Activities		Prescription Drug Discounts for Specified Chronic Condition Medication
	Specialized HealthMedia Healthy Living Program	Telephonic Coaching with Condition Support Program	
Build Your Own Point of Service (POS) Plan **Out-of-Area (OOA) Plan**	✓	✓	Plan discounts for completing one of the activities • Certain generic drugs provided at no cost to you • Certain brand name drugs provided at a 50% discount Call Caremark at 1-800-378-0822 for information on prescription drugs that are eligible for discounts.
Consumer-Driven Health Plan (CDHP)*	✓	N/A	Plan discounts are automatic (whether or not activity is completed) • Certain generic drugs provided at no cost to you* • Certain brand name drugs provided at a 50% discount*
Others (e.g., HMOs)*	✓	N/A	N/A

*Although recommended, CDHP participants are not required to complete the HealthMedia Healthy Living Program to receive prescription drug discounts during 2009. Employees covered under other McKesson-sponsored medical plans are not eligible for discounts.

Prescription drug discounts under Build Your Own POS and OOA plans will be available approximately *two weeks* after you complete Managing Chronic Conditions Program requirements.

How to contact the Condition Support Program

Contact the Condition Support Program for additional information or for questions about your eligibility.

Call 1-866-408-9644

How to navigate the IncentOne Web site for Managing Chronic Conditions

Your eligibility for the Managing Chronic Conditions Program is indicated on your IncentOne Program Summary page. (Being eligible means that you have been identified as having at least one of the specified chronic conditions.) Find all the information you need regarding your eligibility and program activities by following the steps below.

Step 1 — **Determine** if you are eligible

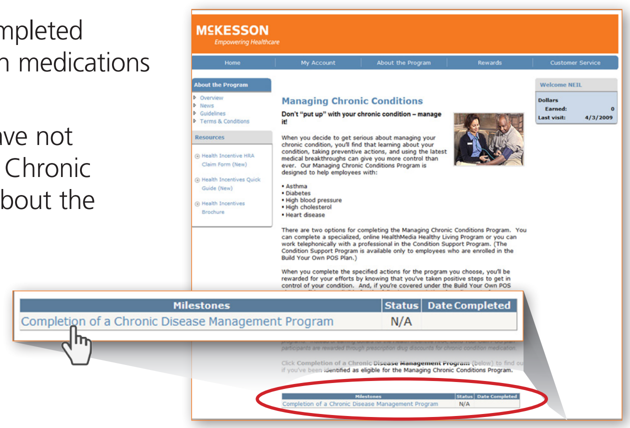
- On the IncentOne Home page, click "Managing Chronic Conditions" in the program table.
- On the next page, view the milestones table located at the bottom of the page.

The milestones table provides information about your eligibility.

Step 2 — **Understanding** the milestones table

The Status column provides information about your eligibility for the Managing Chronic Conditions program.

- If status equals "N/A": You are not eligible (because you have not been identified as having one of the listed chronic conditions).
- If status equals "Y": You are eligible and you have completed required program activities to earn discounts on certain medications taken for your chronic condition.
- If status equals "N": You are eligible; however, you have not completed program activities. Click "Completion of a Chronic Disease Management Program" in the table to learn about the activities you must complete.
- **IMPORTANT!** If you have questions about your eligibility, call the Condition Support Program at 1-866-408-9644.



Step 3 — **Confirm** that your prescription drug discount under the Build Your Own POS Plan or OOA Plan is available for your use

- Check your completion status in the IncentOne milestones table (status = "Y").
- Call CareMark at 1-800-378-0822 to:
  - – Confirm that your completion has been recorded under the Build Your Own POS Plan or Out-of-Area Plan.
  - – Review discounts that apply to your specific chronic condition medications.

Your link to the Health Risk Assessment Questionnaire (HRQ) and Healthy Living Programs

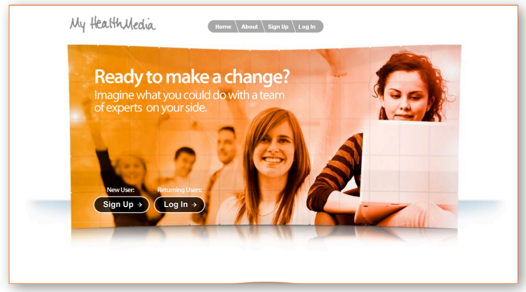
HealthMedia works like a personal coach, pointing out specific steps toward positive, lasting lifestyle changes. The HRQ should be taken each year to help you determine any health risks you may have and provides a personal plan to assist you in making healthy lifestyle choices. Once you've taken your HRQ, use your personal plan results to choose Healthy Living Programs that can help you meet your goals.

How to log on for the first time

Step 1

Begin the sign up process

- Click "Sign Up."
- Enter your access code (McKesson).

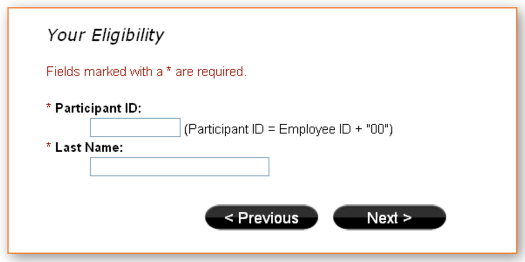


Step 2

Confirm your eligibility

- When asked to provide your "Participant ID," enter your six-digit employee ID (shown on your paystub), followed by two zeros at the end. For example, if your employee ID number is 123456, enter 12345600.

If your employee identification number has less than six digits, enter zero(s) before your number to make it a six-digit number, followed by two zeros at the end. For example, if your employee ID number is 23456, enter 02345600.

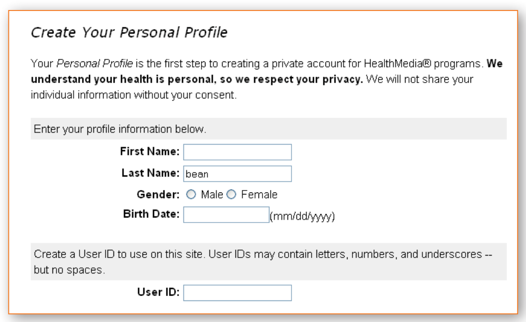


To protect your identity, you will receive an "invalid login" message if you enter a Participant ID number that doesn't match your McKesson Employee ID number. If this occurs, simply return to the Home page and click "Sign Up." Then enter your correct Participant ID number as instructed.

Step 3

Create your personal profile

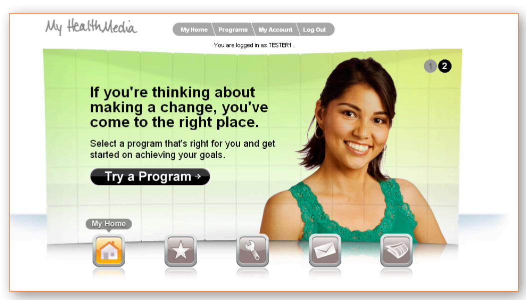
- Follow the prompts to create your personal profile. Be sure to complete both parts of this section.



Step 4

Follow the HealthMedia Web site instructions

- Take the HRQ or try a Healthy Living Program.



To earn your dollar incentive under a Healthy Living Program, you'll need to (1) complete the online questionnaire, (2) follow your personalized plan, and (3) complete the 30-day outcome survey, which will be e-mailed to you.

www.relayhealth.com

Your doctor's office just got bigger

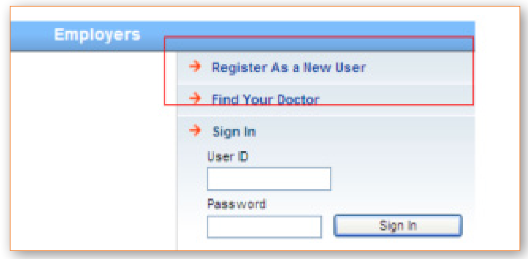
RelayHealth, a McKesson company, offers a secure, online service that connects you with your doctor's office 24/7, no matter where you are. You can have webVisit® consultations, get test results, schedule appointments, ask your doctor questions, and request prescription renewals online.

How to log on for the first time

Step 1

Begin the sign up process

- Click "Register As a New User," then select "Patient."
- Follow the prompts to register your account.

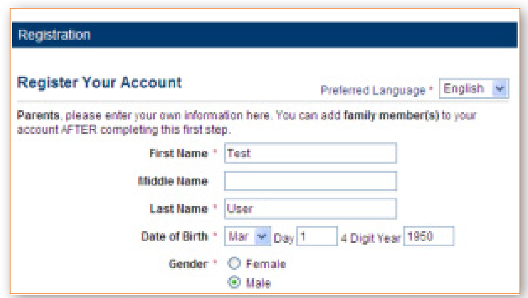


Step 2

Register your account

- Enter requested information.

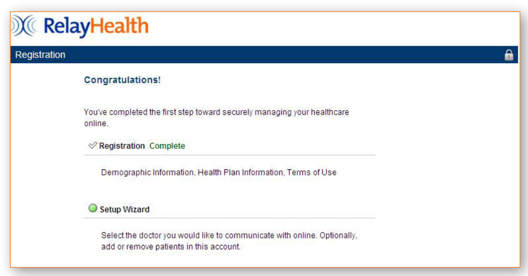
Your zip code entry must be your home zip code.



Step 3

Congratulations!

- You will have earned your incentive when you receive confirmation from RelayHealth.
- Explore the "Setup Wizard" to link with participating healthcare providers and create your personal health record.



Can't find your doctor listed in RelayHealth? Here's what you can do today:

- Encourage your doctor to visit www.setyourpracticefree.com to learn more and sign up, so you can enjoy the full benefits of online communication with your doctor.
- Help RelayHealth contact your doctor. Simply log in to your account, under "Do You Like This Service," click "Tell a Doctor" and enter your doctor's information. RelayHealth will contact your doctor's office with an offer to join the RelayHealth service.

Even if your doctor is not currently participating, take a few minutes to create your own personal health record (PHR). Simply log into your RelayHealth account, select "Health Records," then "Start the Update Wizard." Enter your medications, allergies, medical history, etc. to build a PHR you can access via RelayHealth whenever you need it.

How to contact RelayHealth

Contact RelayHealth for questions on how to set up your account.

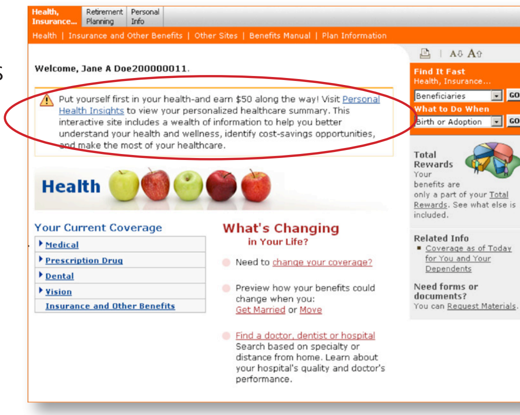
☎ Call 1-866-RELAY-ME

Go to Your Benefits Resources & click the Personal Health Insights link

Now Available May 2009

Your link to personalized health information

Personal Health Insights provides you with a tool for monitoring and improving your health. View the simple, easy-to-read healthcare summaries and follow the action alerts that highlight opportunities to save money and improve your health. Also use Personal Health Insights to learn about your health condition or medications that you're taking.



How to access the Personal Health Insights Web site

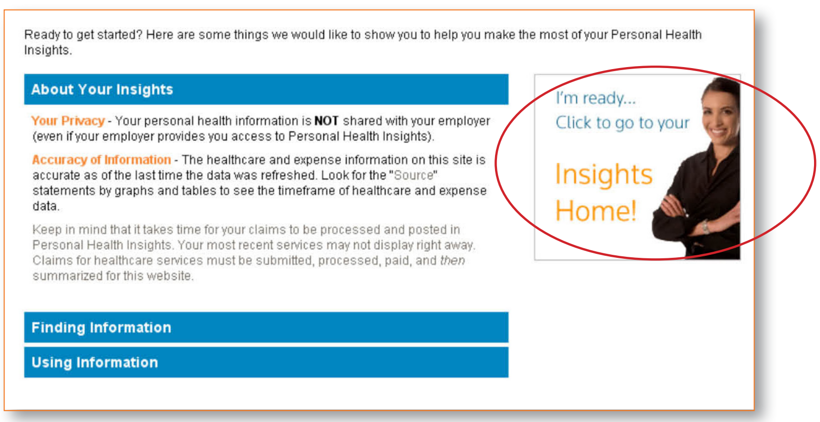
Step 1

Log on to *Your Benefits Resources*

- Enter your SSN and password, then click "Log On."
- Click the Personal Health Insights link.

Not sure how to log on to *Your Benefits Resources*? Follow the instructions on page 3.

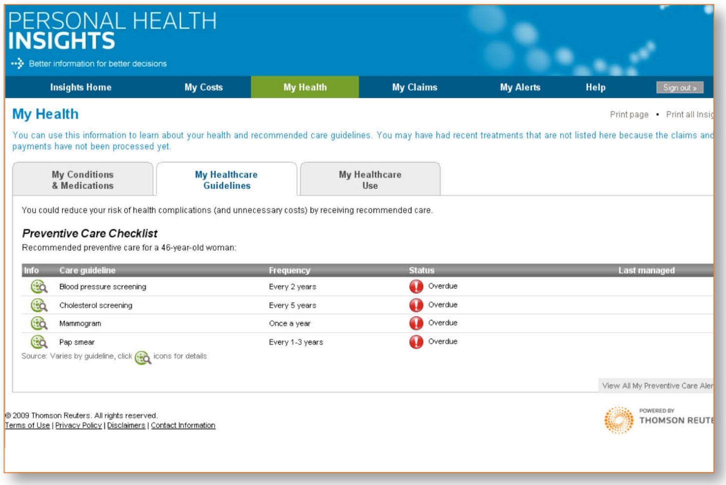
- Click "I'm ready… Click to go to your Insights Home!"



Personal Health Insights contains personalized medical claims information for the past three years. However, your information may not be complete if at any time during that period you have been enrolled in Kaiser, Medical Associates, Tufts, UPMC, or any HMO that is no longer available to McKesson employees. Although these plans have not provided data to Personal Health Insights, you will still find valuable information such as preventive care guidelines and tools that can help you calculate treatment costs. Whether your personalized information is complete or not, you will be eligible for the $50 incentive for viewing this Web site.

Step
2

Explore Personal Health Insights



- Take some time to familiarize yourself with the site and learn about your health. Explore the various tabs to find useful information, such as:
  - – Summary of healthcare costs, services used, and health risks.
  - – Summary of conditions and drugs used.
  - – Savings alerts that identify opportunities for saving money.
  - – Healthcare action alerts identifying possible gaps in care related to chronic conditions and preventive care.
  - – Links to health Web sites and tools.
- Learn about preventive care guidelines that are based on your age and gender.
- Explore helpful tools, such as:
  - – Treatment cost calculator (provides estimates of out-of-pocket costs for various medical procedures or certain diseases/conditions)
  - – Drug interaction checker (reviews prescription and over-the-counter drugs for potential harmful interactions)
  - – Treatment options (learn about different treatment options based upon a person's diagnosis)

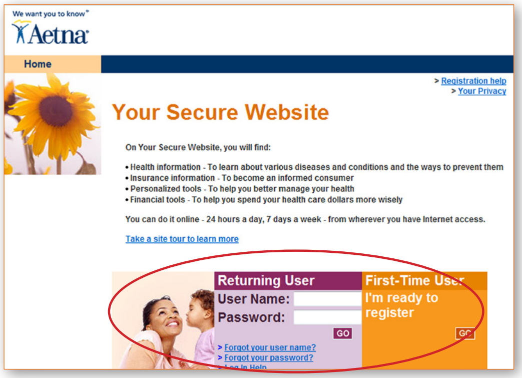
What to do if you have questions about Personal Health Insights

Call your medical plan if you have questions about your personal claims information. If you have other questions about Personal Health Insights information, call the McKesson Employee Services Center.

How to access your health incentive dollars earned

Although information about dollars earned is available on the IncentOne Web site, Aetna is your resource for information regarding your account balance and related activity. Aetna processes claims under your Health Incentive HRA and can assist you with any questions you have regarding the claims process.

If you've previously registered on the Aetna Web site, simply enter your user name and password under "Returning User."

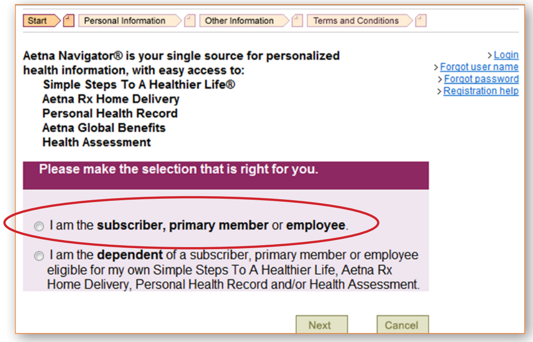


How to log on for the first time

Step 1

Begin the sign up process

- Go to www.aetnanavigator.com.
- Follow the prompts to log on or register.
  – If you're already registered with Aetna because you're enrolled in a medical plan or flexible spending account provided by Aetna, simply log on and you'll have access to your Health Incentive HRA information.
  – If you're not registered, click "Go" under "First-Time User – I'm ready to register."



Step 2

Register as a new user

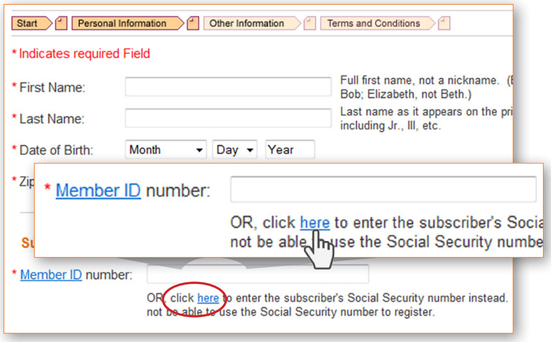
- Select "I am the subscriber, primary member or employee."
- Click "Next."

Registration is allowed only after dollar incentives are recorded for you on the IncentOne Web site for the first time.

Step 3

Enter your personal information

- Enter the requested information.
- When asked to enter your "Member ID number," enter your Social Security Number instead. To do this, select "…click here" to enter your Social Security Number.



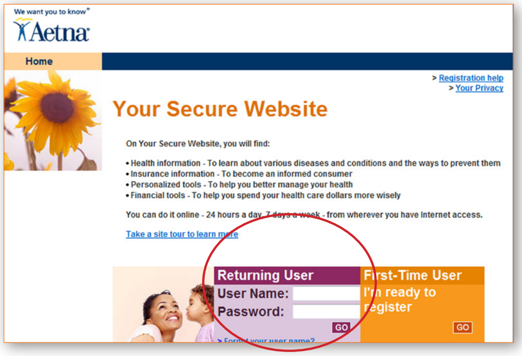
How to check your account balance

Step 1

Contact Aetna

- Call Aetna at 1-877-286-3900, or
- Go to www.aetnanavigator.com and log on.

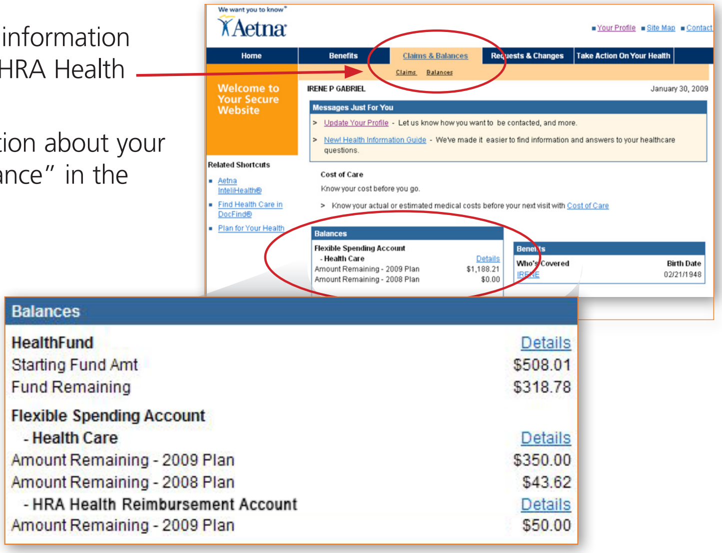
Your Health Incentive HRA account information will appear only after dollar incentives are recorded for you on the IncentOne Web site for the first time.



Step 2

Use the tabs to navigate

- Click "Claims & Balances." Your account information can be found in the Balances box under "HRA Health Reimbursement Account."
- Click "Details" to view additional information about your account activity (or click "Claims" or "Balance" in the tab at the top of the page).



There's a delay between completing an action and having corresponding incentives available for your use. Several processing steps must take place before your information can be updated. Generally, the delay is about two weeks (four weeks for Personal Health Insights and RelayHealth).

How to file a claim

Check your account balance before you file a claim to ensure that you have dollar incentives available.

Step 1

Download a claim form from the IncentOne Web site

- Go to the IncentOne Web site home page (follow the instructions in *How to access the IncentOne Web site* on page 3).
- Click "Health Incentive HRA Claim Form."

Refer to the list of covered expenses provided on the claim form to be sure that your expense is eligible for reimbursement.

Step 2

File your claim with Aetna

- Follow completion instructions on the claim form.
- Send your completed claim form and supporting documentation directly to Aetna via mail or fax.
- Aetna will process your claim and send the reimbursement check to your home address.
  – Consider using the direct deposit feature to receive your reimbursement. You can enroll in direct deposit through Aetna Navigator.

Be sure to include your supporting documentation. Examples of acceptable documentation are shown on the claim form. Note that cancelled checks and credit card receipts are NOT adequate documentation.

How to contact Aetna

Contact Aetna if you have questions regarding your Health Incentive HRA claim or your account balance:

Call 1-877-286-3900 | Fax 1-888-238-3539

Visit www.aetnanavigator.com