

December 1, 2011

Dear Provider:

Serve You is now accepting NCPDP Version D.0 transactions effective December 1, 2011. The payer sheet can be downloaded through the Serve You website at: http://www.serve-you-rx.com/pdf/payer_sheet_D.0.pdf

D.0 Frequently Asked Questions

1. How do pharmacies contact Serve You's claims processor for D.0 testing?
 - SXC Health Solutions has successfully completed testing with national switches to validate their D.0 system. To setup testing time and request the SXC test packet, please email d.0certification@sxc.com
2. Is certification required before submitting D.0 claims in production?
 - No, certification is not required prior to pharmacies submitting D.0 claims.
3. What date will Serve You be ready to accept D.0 transactions?
 - Serve You is ready to accept D.0 transactions December 1, 2011.
4. Where is the Serve You D.0 payer sheet located?
 - Payer sheets can be downloaded from the Serve You website under the Providers & Pharmacies tab >> Pharmacy Support >> BIN# / Payer Sheet http://www.serve-you-rx.com/pdf/payer_sheet_D.0.pdf
5. Who is the main point of contact for general D.0 questions?
 - Questions can be emailed to provider_relations@serve-you-rx.com or you may contact Lauri Schmitt, Technical Lead, Serve You Benefit Administration, at **414-410-8103**.
6. How long will Serve You support version 5.1 transactions?
 - Pharmacies are required to submit D.0 transactions starting January 1, 2012. Serve you will accept 5.1 transactions until March 31, 2012.
7. What is the Serve You customer service phone number and hours of operation?
 - Customer service can be reached at **800-759-3203** during the following Central Standard Time hours:
Monday-Friday 7:30 a.m.-9 p.m.
Saturday 8 a.m.-6 p.m.
Sunday 9 a.m.-3 p.m.

Sincerely,

(Serve you.) THE HAND-CRAFTED PBM

Provider Relations
provider_relations@serve-you-rx.com
800-759-3203