

Maintenance Medication Home Delivery Program

Helping you get the most from your prescription benefit

Q: What is Home Delivery from the Express Scripts Pharmacy?

A: Home Delivery from the Express Scripts Pharmacy provides an affordable way to obtain your maintenance medications, by allowing you to order up to a 90-day supply by mail. It's the most cost effective way to fill prescriptions – and helps you and your employer save money.

Q: How do I start using the Express Scripts PharmacySM?

A: You can choose one of these easy methods:

- Call us at the toll-free number on the back of your member ID card and let us do all the work. For most medications, we'll be able to contact your doctor and arrange for your first mail-order supply.
- Visit www.express-scripts.com/Start HD. After logging in, select "Transfer your retail prescriptions" to get started. The Express Scripts Pharmacy will contact your doctor for you to obtain a 90-day prescription.
- Ask your doctor for a new prescription for up to a 90-day supply, plus refills for up to 1 year (if appropriate). Then, ask your doctor to e-prescribe or fax the prescription to the Express Scripts Pharmacy. (Only your doctor can fax your prescriptions; the fax number is 800.837.0959.)

For refills remaining on covered medications you take regularly and fill at a retail pharmacy, log in to Express-Scripts.com, and in the Prescriptions section click "Transfer to Home Delivery" for the medications you'd like to transfer, click "Add to Cart" and checkout. We do the rest

(If you're a first-time visitor to the website, please take a moment to register using your member ID number.)

Q: I'd rather use my local drugstore for my long-term medications. Why must I use the Express Scripts Pharmacy?*

A: Many prescription drug plans have a cost-savings program that requires members to use mail order to receive coverage for long-term drugs. Under your plan, you can purchase a covered long-term medication up to 3 times at a participating retail pharmacy for your regular retail copayment. After the 3rd fill, you will be charged full cost for the medication unless you purchase it through the Express Scripts Pharmacy. Then you will be charged only your mail-order copayment for up to a 90-day supply of medication.

Q: How long will it take to receive my home delivery medications?

A: For first-time orders, please allow 10 to 14 days from the time Express Scripts receives your order for delivery. When mailing a first-time order, we recommend you have at least a 30-day supply of medication on hand. If Express Scripts needs to contact you or your prescribing doctor for information, delivery could take longer. For your first order, we also advise you to get two signed prescriptions from your doctor:

- The first prescription is for an initial 30-day supply of medication to be filled at your participating pharmacy.
- The second prescription is for up to a 90-day supply of medication with appropriate refills, and should be sent to the Express Scripts Pharmacy.

Members should allow two to three weeks to receive their order when Express Scripts has to contact their doctor to obtain a new prescription for Home Delivery. If the doctor cannot be reached, you will receive either a letter or a phone call.

Once we have processed your first order, subsequent refills will be shipped within three to five days from the time the refill request is received.

Q: How do I refill my prescriptions?

Express Scripts now offers Worry Free Fills®, a Home Delivery service enhancement designed to assist you in never running out of your medication. After enrolling your maintenance prescriptions in the program, Express Scripts will automatically calculate your prescription usage and day's supply remaining. When it's time to refill your prescription, Express Scripts will fill your maintenance prescriptions automatically for you and mail them to your home. Through your preferred method of communications, we will send you notification 7 days before we begin processing your next refill. You can change the next processing date or cancel the prescription from the automated refills service anytime before processing begins.

There are 3 convenient ways to enroll according to your preference:

- Visit our Web site at Express-scripts.com, and select "Manage Automatic Refills" from the menu under Manage Prescriptions. Select the prescriptions you would like to have automatically refilled.
- At the time of refilling your prescription, we ask you if you want to enroll the prescription in Worry Free Fills. If you answer yes, there is nothing more for you to do. We will begin automatically refilling your prescription on all future refills.
- You can speak directly to an Express Scripts patient care advocate to enroll your prescription(s) in the program.

If you choose not to enroll in Worry Free Fills, you may order refills by the following methods:

- **Online** - Use the Express Scripts website: Express-Scripts.com. Click "Add to Cart" for the medications you wish to order, then checkout.
- **By Mail** - Send the refill request form included in your initial prescription package.
- **By Phone (24-hours a day)** - Call the toll-free number on the back of your member ID card to use our Interactive Voice Response (IVR) system. You may then choose to speak with a patient care advocate (PCA) or use your touch-tone phone to enter your refill information.

Q: How can I check the status of my order?

A: You can check on the status of your order by logging in to Express-Scripts.com and selecting "View All Orders" from the Recent Order Status section on the home page. Or you can call Member Services and use the automated system. If you're a first-time visitor, take a moment to register. Have your member ID number handy.

Q: How can I find out how much my medication costs?

A: Log in at Express-Scripts.com, select “Price a medication” from the menu under ‘Manage Prescriptions’ and follow the instructions to enter your medication name. You can also call us at 866.275.0044

Q: How do I pay for my home delivery prescriptions?

A: All orders should include payment information to allow processing without delay. Orders may be paid by:

- Flexible Spending Account (FSA) debit card
- VISA®, MasterCard®, American Express® or Discover®
- Bank-issued debit card
- Personal check or money order

Q: How will I know if I have an outstanding balance?

A: You will receive an invoice with each order processed by Express Scripts, as well as monthly statements with any outstanding balances. You can also check your balance by logging in at Express-Scripts.com, selecting “View Rx History & Balance” from the menu under “Manage Prescriptions,” and clicking the “Mail order payments” tab.

Q: Is there an additional charge for shipping and handling?

A: No. Medications are shipped via standard service at no cost to you. Orders are sent in unmarked, tamper-proof packaging — there is no indication on the package that it is from a pharmacy. They are delivered by your regular carrier, unless the medication requires special handling (such as refrigeration). At your request, we can mail prescriptions to a secondary address.

Q: My medication needs refrigeration. How will it be mailed?

A: The Express Scripts Pharmacy uses special packaging and coolant packs for handling and shipping refrigerated prescription drugs. These processes maintain temperature within the range approved in the product's labeling. We also adjust for current and forecasted climate conditions, as well as the package destination area.

Q: Can I have my prescription sent overnight?

A: Overnight delivery may be requested with additional shipping and handling charges, although standard processing times still apply.

Q: If I send in more than one prescription, will it be shipped in more than one package?

A: It is possible, since not all of the home delivery pharmacies dispense the same medications.

Q: How do I know whether my medication is covered or whether there is a generic equivalent?

A: To find coverage and pricing details online, and to find out if your medication has a generic equivalent, log in at Express-Scripts.com and select “Price a Medication” from the drop-down menu under “Manage Prescriptions.” After you look up a medication’s name, click “View coverage notes.” Or you can contact Member Services.

Q: Will I get brand-name or generic prescription drugs?

A: You and your doctor can decide what's best for you. Where permitted by applicable law, FDA-approved generic equivalents may be dispensed when appropriate and permitted by your doctor. These generic medications may save you money. If you prefer, you may submit a note with your prescription to have your order filled only with a brand-name drug. However, this may increase your copayment.

Q: What happens if my medication is on manufacturer backorder?

A: Express Scripts will notify you by phone if a manufacturer is experiencing supply difficulties, and cannot furnish a date of availability. You will be offered several options:

- If you sent a check with your order, you may receive a credit on file to use toward future prescription orders.
- If you would like a refund check, you may request one from a patient care advocate (PCA) by calling the toll-free number on the back of your member ID card.
- If your prescription was included with an order for other medications, we will process those not affected by the backorder.

Q: How will moving my prescriptions to Home Delivery affect my use of retail pharmacies?

A: You can continue using your retail pharmacy for acute medications, such as antibiotics or medications that you will only use for a short period of time.

Q: My written prescription was returned to me by Express Scripts. Why?

A: A prescription may be delayed due to incomplete prescription information, clinical intervention or backorder issues. Approximately 25% to 30% of all new prescriptions received require an Express Scripts pharmacist to contact the doctor or prescriber.

If there is a clinical or administrative concern about your prescription, Express Scripts will attempt to contact your doctor or prescriber up to two times within two business days. If necessary, the Express Scripts Pharmacy will hold the order until the end of the second day, awaiting a response. If a response is not received by the end of the second day, you will receive a letter explaining the situation. When appropriate, the prescription will also be returned to you.

Q: Where do I call with additional questions or for help?

A: You can contact the Express Scripts Patient Care Contact Center at the toll-free number on the back of your member ID card. A patient care advocate (PCA) will assist you and, if needed, can connect your call directly to a licensed pharmacist who will answer any questions, 24 hours a day. You can also find additional information at www.express-scripts.com.