



Refilling Your Express Scripts Prescriptions

As events continue to unfold daily on the Coronavirus (COVID-19), members have raised questions about sustaining supplies of medicines in the United States. Express Scripts has assured us that there is not a concern for ongoing supply.

We understand your desire to be prepared. Standard refill policies should help you stay on track with your medication during this time. However, if you are concerned about your current supply of medication, you will now be able to refill your prescription earlier than before. Your early refill must be an active, valid prescription and not a controlled substance medication (e.g. narcotics). If the pharmacy tells you "it's too soon" please have them recheck the computer to release or call Express Scripts. If the Pharmacy indicates you have no current refills available, you will need to contact your prescribing physician to issue a new prescription for the refill. All other Express Scripts protocols and member copays will still apply.

We are committed to taking appropriate actions to ensure you have the medication on hand to keep you healthy. Should you have any questions or concerns about your individual situation, please call the number on your Express Scripts ID Card.