

Home delivery: Savings, safety, convenience and support

Did you know that one of the most effective ways to help control your prescription costs is to get the medications you use on a regular basis through home delivery from the Express Scripts PharmacySM? Home delivery is already part of your prescription drug plan and is typically the best choice for you and your budget.

With home delivery, you'll get:

- Savings opportunities because a 90-day supply of medication through home delivery usually costs less than a 90-day supply at retail.
- Peace of mind knowing that your prescription goes through our state-of-the-art dispensing process with multiple quality checks to help ensure safety and accuracy.
- Convenient delivery right to you, with free standard shipping.
- Automatic refill reminders by email or on the Express Scripts mobile app once you register at **Express-Scripts.com**.

Home delivery offers 24/7 pharmacist support and health safety services.

Express Scripts pharmacists are available by phone 24/7 to work with you and your doctor(s) to help make sure your medications work safely together to create healthier outcomes for you. If you're taking a medication on an ongoing basis—for example, to treat high blood pressure, high cholesterol, asthma or diabetes—you can even ask to speak to a specialist pharmacist, who has advanced therapy-specific training and specialized clinical experience.

Discover easy ways to save money on your prescriptions.

Not only will you usually save by using home delivery, but Express Scripts pharmacists can check to see if there are any lower-cost alternatives available under your plan, such as generics. The pharmacists can work with your doctors to help you get the right medication for you, based on health and cost.

Sign up today.

Join the growing number of members who get their medications from the Express Scripts Pharmacy. To talk privately with a pharmacist, or to get started with home delivery, call Member Services at 1-888-792-7276

Also, for refills remaining on covered medications you take regularly and fill at a retail pharmacy, log in to or register on **Express-Scripts.com** and look for "Transfer to Home Delivery" on the home page. Select the medications you'd like to transfer, click "Add to Cart" and checkout. Express Scripts will do the rest.

Express Scripts Pharmacy Home Delivery - Member FAQ

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

A: Home Delivery from the Express Scripts Pharmacy provides an affordable way for you to get your maintenance medications – prescription drugs you take regularly to treat ongoing conditions. Through the Express Scripts Pharmacy you can order up to 90-days’ worth of maintenance medicine through the mail. It’s the most cost effective way to fill your prescriptions — and using home delivery helps you save money!

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

A: You can choose between these easy options:

- Call Express Scripts at the toll-free number on the back of your member ID card and let Express Scripts do all the work. For most medications, Express Scripts will be able to contact your doctor for you and arrange for your first mail-order supply.
- Visit www.express-scripts.com/StartHD. 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 one year (if appropriate). Then, ask your doctor to electronically send the prescription to the Express Scripts Pharmacy.

To transfer any remaining maintenance medication refills from a retail pharmacy to home delivery, log in or register at Express-Scripts.com and look for “Transfer to Home Delivery” on the home page. Select the medications you’d like to transfer, click “Add to Cart” and checkout. Express Scripts does the rest.

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

A: Your prescription drug plan includes a cost-savings program that requires you to use mail order for your maintenance medications – prescription drugs you take regularly to treat ongoing conditions. Under your plan, you can purchase a covered long-term medication up to **2** times at a participating retail pharmacy for your regular retail copayment. **After the 2nd fill, you will be required to fill the medication through the Express Scripts Pharmacy or you will be charged for the full cost of the medication.** If you choose 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: Orders are usually processed 48 hours from when Express Scripts gets them. Your medicine should be delivered in about 8 days (10-14 days if it’s a new prescription). If Express Scripts needs to contact your doctor for information, delivery may take longer. Just to be safe, make sure you have a 30-day supply of your medicine on hand when you place your order. You can check your order status by going online anytime.

Q: How do I refill my prescriptions?

A: Automatic refills from the Express Scripts Pharmacy are available for qualifying long-term medications. Enrolling in automatic refills helps ensure you always have your medicines when you need them and eliminates worries you may have about refilling prescriptions on time.

You can choose from these easy enrollment methods:

- Visit **Express-Scripts.com**, and look for “Automatic Refills” on the home page. Select the prescriptions you would like to have automatically refilled.
- At the time of refilling your prescription, you will be asked if you want to enroll your prescription in automatic refills. If you answer yes, there is nothing more for you to do. Express Scripts 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.

After enrolling your maintenance prescriptions in the program, Express Scripts will automatically calculate your prescription usage and days’ supply remaining. When it’s time to refill your prescription, Express Scripts will contact you before processing to confirm delivery. If appropriate, you can change the delivery date or cancel the prescription.

If you choose to not to enroll in automatic refills, you can order a refill using one of these methods:

- Visit **Express-Scripts.com**. Click “Add to Cart” for the medications you wish to order, then checkout.
- Call Express Scripts at the toll-free number on the back of your member ID card. Either use the touch-tone prompts to refill your medication, request a refill via Express Scripts’ voice activated system, or choose to talk to a live agent. All options are available 24 hours a day.

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

A: You can check on the status of your order by logging in to or registering on **Express-Scripts.com** and selecting “Go to full order status” from the “Recent Order Status” section on the home page. Or you can call Express Scripts and use the automated system.

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

A: Log in to or register at **Express-Scripts.com**, select “Prescriptions,” then “Price a Medication.” Enter your medication name, select “Search,” then follow the instructions for more information. You can also call Express Scripts using the toll-free number on the back of your member ID card.

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

A: All orders should include payment information to allow processing without delay. You can pay by debit or credit card (American Express, Diners Club, Discover, MasterCard or Visa), with your checking account, or through a flexible spending account (FSA). You can set up automatic payments and update your payment preferences at our website by going to “My Account” when you log in.

Q: Can I spread out my payments with a payment plan?

A: Yes! As part of your plan, Express Scripts' Extended Payment Program gives you the flexibility to pay for your medicine in three monthly installments. You'll need to enroll with a credit card, which will be automatically charged for each installment.

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

A: You will receive an invoice with each order Express Scripts sends, as well as monthly statements noting any outstanding balances. You can also view your balance on **Express-Scripts.com**. Under "Prescriptions," select "Claims & Balances."

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

A: No, there is no charge for standard shipping. Orders are sent in tamper-proof, unmarked packaging that ensures your privacy. Medications are delivered by your regular carrier, unless the medication requires special handling such as refrigeration. At your request, Express Scripts 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. Express Scripts also adjusts 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; additional charges apply. Please note that standard processing times still apply.

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

A: Though Express Scripts strives to send all prescriptions in one package, it is possible you will receive more than one delivery of medication.

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 to or register at **Express-Scripts.com** and select "Prescriptions," then "Price a Medication." After you look up a medication's name, click "View coverage notes." Or you can contact Member Services via the toll-free number on the back of your member ID card.

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 call Express Scripts to request one, using 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. If Express Scripts needs more information or if there is a clinical concern about your prescription, Express Scripts will try contacting your doctor up to two times within two business days. If necessary, Express Scripts will hold the order until the end of the second day, while waiting for your doctor to respond. 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 Express Scripts using the toll-free number on the back of your member ID card. A patient care advocate 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 our website, **Express-Scripts.com**.