

Express Scripts® Pharmacy – Frequently Asked Questions

Q: What is home delivery from Express Scripts® Pharmacy?

A: Home delivery from Express Scripts® Pharmacy provides an affordable way for you to get your daily medications delivered to you with free standard shipping. Through Express Scripts® Pharmacy, you can order up to 90-days' worth of long-term, daily medication (or the amount allowed by your plan). It's the most cost-effective, simple way to fill your prescriptions, especially during these complex times. And we make it easy for you to stay adherent to your medication with easy-to-use digital tools and a hassle-free auto-refill program.

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

A: Please use the included Getting Started guide to help you get prescriptions filled by Express Scripts® Pharmacy. It will guide you through one of the following easy set-up options:

- **Option 1:** The simplest way is to request your doctor to send a new electronic prescription for up to a 90-day supply, plus refills for up to one year (if appropriate) to Express Scripts® Pharmacy.
- **Option 2:** Download the Express Scripts® mobile app. After logging in, tap on the "Prescriptions" tile to see which of your current prescriptions are eligible to be filled. Simply choose the ones you'd like to transfer and tap the "Order Now" button to add to your shopping cart. When you're finished adding prescriptions, confirm your doctor's information, payment method and delivery address before tapping the "Place Order" button.
- **Option 3:** Visit express-scripts.com/rx. After logging in, select "Transfer your retail prescriptions" to get started. We'll will request a new 90-day prescription from your doctor.

*For most medications, we'll be able to contact your doctor for you and arrange your first home delivery supply.

Q: What if I have medications on hand and am not ready for a refill?

A: If you have medication on hand now, you can still start an account with Express Scripts® Pharmacy. Ask your doctor to update your records and send the next prescription electronically to Express Scripts® Pharmacy. If we receive a prescription from your doctor and it's too early to fill, we will place the prescription on hold and release it when it's due to be refilled. A communication will be sent to you letting you know it was too soon to fill, along with the release date.

Q: Does Express Scripts® Pharmacy need to contact my doctor to start my new prescription?

A: Yes. We'll work with your doctor to get your new prescription processed. If your doctor can't be reached, we'll let you know.

Q: My previous pharmacy is transferring or has already transferred my refills to Express Scripts® Pharmacy - how do I get those prescriptions refilled?

A: We want to make the move as easy as possible for you. Your refills may automatically transfer to Express Scripts® Pharmacy. As soon as we receive your prescription(s), they'll be listed in your online account, which you can access from the Express Scripts® mobile app or at express-scripts.com/rx (digital registration is required).

- Visit the Express Scripts® mobile app to view or refill your prescription(s)
- Visit express-scripts.com/rx. Click "Add to Cart" for the medications you wish to order, then checkout.
- Call us 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 the voice activated system or talk to a live agent. All options are available 24 hours a day.

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

A: After we receive your prescription from your doctor, your medication typically arrives within 3-5 days. It may take longer to receive your medication if we need additional information from your doctor or if your medication is temporarily unavailable. You can always track the progress of your medication shipment online or through our mobile app.

Q How do I refill my prescriptions?

A: Automatic refills are available for qualifying long-term, daily medications. When you enroll qualified prescriptions into the auto-refill program, we'll automatically refill and ship your prescriptions to you at the appropriate time. Auto-payment features are also available with customizable authorization limits.

To receive automatic refills, you can choose from these three easy enrollment methods:

- Visit the Express Scripts® mobile app to view your prescription(s) and select to refill or enroll in the auto-refill program.
- Visit express-scripts.com/rx, and click "Prescriptions" in the navigation toolbar. Under "Prescriptions", click on "Automatic Refills" and select the prescriptions you'd like to have automatically refilled.
- You can speak directly to an Express Scripts® Pharmacy patient care advocate to enroll your prescription(s) in the auto-refill program.

After enrolling your long-term, daily medication prescriptions in the auto-refill program, we'll will automatically calculate your prescription usage and days' supply on hand. When it's time to refill your prescription, we'll contact you before processing the order to confirm delivery. If appropriate, you can change the delivery date or cancel the prescription.

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

- Visit the Express Scripts® mobile app to view and refill your prescription(s)
- Visit express-scripts.com/rx. Click "Add to Cart" for the medications you wish to order, then checkout.
- Call us 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 the voice activated system, or 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:

1. Logging into the Express Scripts® mobile app and reviewing your orders
2. Logging into express-scripts.com/rx and selecting “Prescriptions” on the navigation menu and choosing “Order History”. Within your order history for each prescription, you can select “View Details”, including the status of your order.
3. Calling Express Scripts® Pharmacy and use the automated prompts
4. Using Alexa, an Amazon voice service – Alexa allows you to check your order status through Alexa-enabled devices. Express Scripts® Pharmacy has developed an Alexa “skill” that responds to “Alexa, open Express Scripts.” You have to use your 12-digit home delivery prescription number found on your prescription label, to ask Alexa for your order status. Alexa can respond with the following statuses: order received, processing, shipped and canceled. Additional information is provided for each status.

In addition to responding to order status requests, Alexa can proactively provide order notifications when the status changes, alerting you with the Alexa-enabled device’s green light indicator. When the indicator is lit and members ask for their update by saying “Alexa, read my notifications,” Alexa will respond with “Your order from Express Scripts, ending in XXXX, has shipped,” for example.

You can access more information about Alexa, including possible commands, by visiting the Express Scripts skill on their Alexa companion app (iOS/Android). You do not have to be registered on express-scripts.com/rx or the Express Scripts® mobile app to take advantage of these features.

*Please note that all options above will provide the same order status.

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

A: Log in to or register at express-scripts.com/rx, select “Prescriptions,” then “Price a Medication.” Enter the name of your medication, select “Search,” then follow the instructions for more information. You can also call us 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, PayPal or through a flexible spending account (FSA). You can set up automatic payments and update your payment preferences on our website or mobile app by going to “Account” on the navigation bar and selecting “Payment Methods”.

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

A: If your insurance has elected to provide you with this option, the Express Scripts Extended Payment Program gives you the flexibility to pay for your medication in three monthly installments. You'll need to enroll in this program 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® Pharmacy sends, as well as monthly statements noting any outstanding balances. You can also view your balance on the mobile app or express-scripts.com/rx. On the home page in the navigation bar, you will see your dashboard with the option to "Pay a Bill". If there is an outstanding balance, the balance will be provided on the home page underneath the "Pay a Bill" option.

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

A: No, there is no additional charge for standard shipping. Orders are sent in tamper-evident, unmarked packaging to ensure your privacy. Medications are delivered by your regular carrier, unless the medication requires special handling, such as refrigeration. At your request, we can send prescriptions to an alternative address. You may request overnight delivery on the member website, via the mobile app or by calling us. Please note that expedited shipping is provided after the standard pharmacy processing time of your script.

Q: My medication requires refrigeration. How will it be sent?

A: Express Scripts® Pharmacy uses specialized packaging and coolant packs to safely ship refrigerated prescription medications to our patients. These practices maintain temperatures within the required range specific to each medication. Express Scripts® Pharmacy will also make necessary adjustments based on transit time and climate conditions to ensure packages are delivered at the appropriate temperature.

Q: If I have more than one prescription with Express Scripts® Pharmacy, will my medications be shipped together?

A: Though we strive to send all prescriptions in one package, it's possible you may receive more than one delivery of medication.

Q: How do I know whether my medication is covered by my insurance or whether there is a generic version of my medication?

A: To find out if your insurance covers your medication, to learn more about the cost of your medication or to find out if your brand name medication has a generic version, log in to or register at [express-scripts.com/rx](https://www.express-scripts.com/rx) and select “Prescriptions,” then “Price a Medication.” After you look up a medication’s name, click “View coverage notes.” You can also contact a patient care advocate at the toll-free number on the back of your member ID card or ask your doctor.

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

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

Q: What happens if my medication is temporarily unavailable?

A: Express Scripts® Pharmacy will notify you if your medication is unavailable. You’ll be offered several options:

- If the medication is temporarily unavailable, we can either hold the prescription until it becomes available or reach out to your doctor for a possible alternative.
- If the medication is expected to be unavailable for an extended period of time, we can contact your doctor.
- If your prescription was included with an order for other medications, we’ll process those medications that are not affected by the temporary unavailability.
- If you sent a check with your order, you may receive a credit on file to use toward future prescription orders.
- You may call Express Scripts® Pharmacy at the toll-free number on the back of your member ID card to request a refund check.

Q: Where do I call with additional questions or for help? What if I have a question about my medication or want to talk to a pharmacist?

A: You can contact Express Scripts® Pharmacy using the toll-free number on the back of your member ID card or on your prescription label. A patient care advocate will assist you and, if needed, can connect you to a specially-trained pharmacist who will answer any questions, 24/7.

Q: Who has access to my prescription information?

A: We are committed to your privacy and have effective safeguards in place so that your information is protected against unauthorized, improper access. Also, we do not sell any information that identifies you or your family to outside marketing companies.