Express-Scripts.com Capabilities
Member Website

Members register one time, then simply log in.
MEMBER REGISTRATION

One-Time Registration

Quick and easy steps

• Preferences can be chosen now and updated at any time
Managing Prescriptions with Ease

Quick access to what members want most

- Check order status
- View all prescriptions and order refills and renewals for themselves or the whole family
- View savings and transfer retail prescriptions to home delivery
- Enroll in and manage automatic refills
- Receive medication-related alerts and take action
- View important Benefit & Account Notifications
- Navigate to any feature on the site
MANAGING PRESCRIPTIONS

Order Status

Home page access to Rx details, dates and tracking
MANAGING PRESCRIPTIONS

Ordering

- When a renewing, we will contact the physician for a new prescription
- All information, historical and actionable, is accessible from one place, including potentially cost-saving or time-saving options

Simply check Add to Cart for refills & renewals
MANAGING PRESCRIPTIONS

Ordering

- Cancel orders not yet shipped

View order status, costs, and other details
MANAGING PRESCRIPTIONS

Automatic Refills*

- Notifications sent before refills are processed confirm delivery and avoid waste
- Members can start and stop automatic refills of eligible prescriptions at any time

(*previously called Worry-Free Fills®)
Transfer to Home Delivery

Quickly and easily view savings by transferring to home delivery service

- Express Scripts will contact the doctor to obtain a new prescription on member’s behalf
PERSONALIZED CARE ALERTS

Helping to keep members safe

Unique clinical outreach provides personalized, actionable alerts when possible omissions, adherence gaps and “on-track” behavior are detected.

- Members receive an email that a new pharmacy care alert is available for their attention on the website.
- Members can access alert details, learn more about any risks from resource links, and take action using the options provided.
MANAGING PRESCRIPTIONS

Price a Medication

- Check plan coverage and cost
- Compare home delivery and retail pharmacy costs
- Compare with a generic equivalent, if available
- View coverage notes and formulary alternatives
- View coverage alerts, if applicable.
MANAGING HEALTH

My Rx Choices

Comparison shop for lower-cost opportunities

- Side-by-side drug comparisons showing plan and usual & customary (U&C) pricing via retail and home delivery pharmacies for brand name and generic-equivalent medications, if available
- Potential savings by drug and/or channel option
- Drug information
- Print for doctor review
My Rx Choices

Personal, educational and actionable

Easy-to-understand definition of terms

“Explain my savings” gives details about why the option could cost them less

Clear identification of potential savings

More than 25 possible lower-cost options could display

Access to Consumer Reports Best Buy Drug information

Information on plan paid amount

DUR alerts as appropriate
Claims & Balances

Access to important historical information

- Track and print claims and history by month or year showing:
  - How much the plan paid
  - How much the member paid
  - Prescribing doctor’s name
  - Number of refills remaining

- Pay outstanding balances and obtain historical invoice summaries and invoice detail

- Order refills and renewals

- Compile information for tax purposes
MANAGING PRESCRIPTIONS

Locate a Pharmacy

• Search by zip code or city/state.

• Results provide:
  • Nearby in-network pharmacies with address and contact details in Google Maps
  • A link to Price a medication from the selected pharmacy
  • A link to get directions using Google Maps
MANAGING PRESCRIPTIONS

Benefit Highlights, Forms & Cards

- Members can review benefit highlights and plan-specific pharmacy options.
- Also available:
  - Print home delivery forms
  - Print member ID cards
  - Provide health and allergy information
  - Designate a caregiver