

Express Scripts Mail Order

Q: Why should members choose to use mail order for their maintenance medications?

A: Members who use home delivery are more satisfied, more adherent, and spend an average of 25% less on their medications than those who fill their prescriptions at a retail pharmacy. Through home delivery, Express Scripts is able to more quickly and effectively move members from brand name to generic drugs. Generic substitution rates are typically three to four percentage points higher through home delivery, providing savings to both the plan and members. Medications can be enrolled in an automatic refill program for those taken on a regular basis. Express Scripts dispensing facilities use leading-edge systems and technology to carefully monitor each prescription from the time it is received until the time the medication is shipped, resulting in an accuracy rating greater than 99.999%.

Express Scripts' Therapeutic Resource Center is home to specialized pharmacists, nurses, and other clinicians who spend an average of 12 minutes talking with each patient - six times longer than retail pharmacists, who average less than two minutes for each consultation. In addition, Express Scripts employs special clinical protocols unavailable in retail settings to monitor and manage medication safety more effectively.

Q: How do members get started with mail order?

A: There are many ways members can move their maintenance medications to home delivery.

- 1) E-prescribing (electronic prescribing)- members can ask their physician to send in their prescription electronically to Express Scripts pharmacy.
- 2) Phone- members can contact Express Scripts customer service and request that their maintenance medication be moved to home delivery. We will contact their physician and take it from there! It is important for the member to regularly consult their physician about their therapy to ensure that the correct medication is being dispensed.
- 3) Online- members can register on express-scripts.com and transfer medications to home delivery with a click of a button. We will call the physician on the member's behalf once we receive the online request. Members can also enroll in automatic refill, review claims history, make a payment, and much more.
- 4) Mail- members can complete a home delivery order form and submit it, along with their paper prescription, to Express Scripts for processing. Home delivery order forms can be found on express-scripts.com or by calling customer service.

Once a new prescription is received, members can expect to receive their medication in eight days.

Q: What tools are available to help members through Express Scripts' customer service, website and mobile app?

A: Through calling customer service, members can review their maintenance medications and discuss cost savings when moving to mail order. By registering on express-scripts.com or the Express Scripts mobile app, members can also review savings by selecting "Price a Medication". Please reference the supplied slides on the member website and mobile app for additional functionalities.

Q: How do members request a refill on their prescription?

A: Members can request a refill on their prescription by calling into customer service or triggering the request through their online account. Members can expect to receive their refill in five days. It is important for members to take note of how many refills their physician noted on their prescription to ensure therapy is not disrupted.

Q: What is the Automatic Refill Program?

A: By enrolling a medication into our Automatic Refill Program, Express Scripts' mail order pharmacy will automatically process and ship a refill for a prescription when the patient has used 75% (calculated based on physician directions). Once the last refill is processed, we will proactively contact the physician's office to request additional refills to avoid therapy disruption. Patients are contacted (via phone or email) when a refill is processed and shipped. Patients have the option to delay a shipment or remove a medication from automatic refills by calling customer service or managing their account on express-scripts.com. Members must have an active credit card on file in order to enroll in the Automatic Refill Program.

Q: How can members pay for mail order medications?

A: Express Scripts accepts the following types of payment methods: credit/debit card, eCheck, Check and Money Order. An invoice is sent within the mail order packaging. Members are allowed to accrue up to a \$150 balance on their account. After that time, payment must be made before any further prescriptions will process and ship. Members may choose to place a credit/debit card online to automatically pay for their prescription once it has shipped and keep their account balance at zero.

Q: What is a floor limit and how does this relate to mail order invoicing?

A: A floor limit is a set dollar amount Express Scripts allows members to accrue on their account. Members are allowed a balance of up to a \$150 on their account. After that time, payment must be made before any further prescriptions will process and ship.

Q: Can I use a manufacturer coupon with my mail order?

A: Express Scripts does not accept manufacturer copay cards or coupons for medications delivered through Home Delivery. Copay assistance is available for some specialty medications through Accredo.

Q: What is the Extended Payment Plan?

A: The Extended Payment Plan can be offered to those members who request assistance in paying for their medication. Members must enroll in the program prior to placing a refill order. This program cannot be applied to orders that are already in process. This payment plan will split a 90-day supply copayment into three payments for the member. Payments must be done using a credit card that is stored on file.

Q: How are temperature sensitive medications handled through mail order?

A: A computer program, consisting of complex algorithms combined with National Weather Service data, is part of an overall process used in the Express Scripts and Accredo pharmacies to manage the shipment of temperature-sensitive medications. All medications that require temperature controls—such as insulin, many specialty medications, hydrocortisone and various other creams and gels—are stored in open-air coolers. When a prescription for one of these medications is pulled, the clerk scans the barcode and the computer program kicks in, assigning the prescription on a ‘temperature path’. The barcode on the prescription retrieves information on where the medication is shipping to, the time of day and the average temperature at that location for the next three days. Then it instantly computes the cooler size to pack the medication in, how many ice packs and the shipment method needed to ensure the medication arrives safely.

Q: How does a member track where their medication is at during shipping?

A: Once a medication has shipped, the shipping carrier’s tracking number can be found on express-scripts.com or the mobile app. Members can also call customer service to obtain this information. Shipping carriers include USPS, UPS and FedEx.

Q: What should a member do if there is a delay in shipping their prescription and they will be out of medication before the package arrives?

A: If a member experiences a delay in processing their mail order, Express Scripts customer service can key in a “local supply override” which will allow the member to obtain a temporary supply of medication (up to 7 days) at their local pharmacy to avoid disruption in therapy. A prescription for that temporary supply will be needed by their physician and will not cost the member anything out of pocket.

Q: What happens if a member’s medication is lost during shipping?

A: A member is eligible for an early refill (copay applies) for a medication that is reported as “lost in mail” within 30 days of the shipment date. If there is not a refill available to process, customer service will either contact the physician to obtain a new script or process a local supply override for the member (depending on how much medication the member has on hand). If the original order has been lost in mail for 30 days or more the member can either receive a reimbursement for the amount paid out of pocket for the early refill OR the member will be sent a refill at no cost (if not already requested).

Q: What should a member do if they would like to file an appeal with Express Scripts?

A: Requests for clinical appeals are submitted to and processed by Express Scripts. Members can send appeal requests via fax to 1-877-852-4070 or mail to:

Express Scripts
Attn: Clinical Appeals Department
PO Box 66588
St. Louis, MO 63166-6588