



Home Delivery Frequently Asked Questions

Helping you get the most from your prescription benefit

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

A: You can choose one of these easy methods:

- Call us at 877.603.1032 and let us do all the work. For most medications, we'll be able to contact your doctor and arrange for your first mail-order supply.
- Ask your doctor for a new prescription for up to a 90-day supply, plus refills for up to 1 year (if appropriate). Then have your doctor fax the prescription to the Express Scripts Pharmacy. (Only your doctor can fax your prescriptions.)

For refills remaining on covered medications you take regularly and fill at a retail pharmacy, log in to Express-Scripts.com, scroll down the Order Center page to "Transfer your retail prescriptions" and select the medications you'd like to transfer. We do the rest

(If you're a first-time visitor to the website, please take a moment to register using your member ID number and a recent prescription number.)

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

A: Usually you'll receive your medication within 8 days after we receive a new prescription and about 5 days after we receive your refill request.

When ordering a covered medication for the first time through home delivery, please ask your doctor to write two prescriptions:

- One for up to a 90-day supply to have filled through home delivery
- One for a 30-day supply to fill at a participating refill pharmacy while your home delivery prescription is processed and shipped.

Q: How can I avoid running out of medication when I use home delivery?

A: For your convenience, we offer the Worry-Free Fills[®] program, a service that provides you with automatic refills on eligible medications you take regularly. Your medication will be shipped on the next refill date, prior to when the supply from your current fill would run out. To see whether your medications are eligible and to enroll in the program, call us at 877.603.1032 or log in to the website at Express-Scripts.com.



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

A: Orders are usually processed and mailed within 48 hours of receipt. Please allow 8 days from the day you mail in your prescription. You can check on the status of your order by logging in to Express-Scripts.com and selecting “Check Order Status” from the drop-down menu under “Manage Prescriptions.” Or you can call Member Services and use the automated system. If you’re a first-time visitor, take a moment to register. Have your member ID number handy.

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

A: Log in at Express-Scripts.com, select “Price a medication” from the menu on the left side of the screen, and follow the instructions to enter your medication name. You can also call us at 877.603.1032.

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

A: You can pay by check, e-check (see below for additional information), money order or credit card. If you prefer to use a credit card, you have the option of joining Express Scripts’ automatic payment program by calling 800.948.8779 or by enrolling online. If you currently use a credit card for your home delivery prescriptions, you’ll need to contact Express Scripts with your credit card information, as this information can’t be transferred.

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

A: No. Medications are shipped via standard service at no cost to you. Express shipping is also available for an additional fee.

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

A: It is possible, since not all of the home delivery pharmacies dispense the same medications.

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, sign in at Express-Scripts.com and select “Price a Medication” from the drop-down menu under “Manage Prescriptions.” After you look up a medication’s name, click “View coverage notes.” Or you can contact Member Services.



Q: Will Express Scripts automatically substitute a generic medication when I order a brand-name drug?

A: Yes. Express Scripts mail-order pharmacies will automatically fill prescriptions with generic equivalents (if available), unless you specifically request the brand-name drug or your doctor has indicated DAW (dispense as written) on the prescription.

E-check is another term for electronic fund transfer. When you pay for home delivery prescriptions with e-check, your copayments are conveniently deducted from your checking account. Plus, there's a 10-day grace period between the time your order is sent and when the amount is deducted from the assigned checking account. (The amount that is being deducted will be included in the prescription information that accompanies your order.)

Q: Who has access to my prescription information?

A: Express Scripts has a strong commitment to your privacy. Express Scripts has established effective administrative and technical safeguards to protect the confidentiality of your prescriptions and other information and to secure this information from unauthorized or improper access, disclosure or use. In addition, Express Scripts does not sell individually identifiable information nor lists of members and their covered dependents to outside companies for solicitation or marketing purposes.