

Home Delivery FAQ



Q: What are the benefits of using home delivery from Express Scripts® Pharmacy?

A: It's the most convenient way to get your maintenance medications — and it could save you money. We deliver to your home or workplace — to make sure you get your medication when and where you need it. With home delivery, you will also enjoy:

- Up to 33% savings on your medications as compared to retail pharmacies.¹
- FREE standard shipping.²
- A hassle-free automatic refill program, so you never miss a fill.³
- Helpful digital tools that make it easier to stay on track with your medications.
- 24/7 access to pharmacists — no voicemails, no waiting in line.

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

A: There are three easy ways to get started:

- Option 1: Ask your doctor to send a new electronic prescription for up to a 90-day supply, plus refills (if appropriate) to Express Scripts® Pharmacy.
- Option 2: Download the Express Scripts® Pharmacy mobile app or visit [express-scripts.com/rx](https://www.express-scripts.com/rx). Register and follow the prompts to move your prescriptions to home delivery.
- Option 3: Call us at the number on the back of your member ID card any time. We're happy to help.

Express Scripts® Pharmacy will work with your doctor as needed to get your prescriptions processed. If we can't reach your doctor, we'll let you know.

Q: What medications can be delivered?

A: Express Scripts® Pharmacy delivers maintenance medications that you take daily or regularly for an ongoing condition. You can usually get these in a 90-day supply, so you're less likely to run out of medication or miss a fill.

Q: Is it safe to get my medications delivered?

A: It's very safe. Millions of people have their medications delivered every day. We make sure packaging is discreet and weather resistant. If your medication requires specific temperature control, we use special packaging and coolant packs, adjusting for weather forecast and climate.

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

A: You should receive your medication 5-7 days after your doctor sends us your prescription. It may take longer if Express Scripts® Pharmacy needs additional information from your doctor or if your medication is temporarily unavailable. If so, we will notify you about your options. You can always track the progress of your medication shipment online or through the Express Scripts® Pharmacy mobile app.

Q: How do I refill my prescriptions?

A: If you choose not to enroll in automatic refills, you can order a refill when needed on the mobile app or website, or by calling the toll-free number on the back of your member ID card. All are available 24 hours a day, seven days a week.

Q: How do I enroll in automatic refills?

A: You can get automatic refills for qualifying long-term, daily medications.³ When you enroll prescriptions in the auto-refill program, your prescriptions will be automatically refilled and shipped to you at the appropriate time. Express Scripts® Pharmacy will contact you before processing the order to confirm delivery. You can make changes to the refill date, address, and more on the mobile app and website.

You can set up automatic refills on the Express Scripts® Pharmacy mobile app or at [express-scripts.com/rx](https://www.express-scripts.com/rx). After you log in to your account, simply select the prescriptions you'd like to have automatically refilled and follow the prompts. You can also speak directly to an Express Scripts® Pharmacy patient care advocate to enroll your prescription(s) in the auto-refill program by calling the toll-free number on the back of your member ID card.

Q: What if I have a question about my medication or want to talk to a pharmacist?

A: You can always reach a live person to help you at Express Scripts® Pharmacy — a patient care advocate or a pharmacist — 24 hours a day, seven days a week. Simply contact Express Scripts® Pharmacy using the toll-free number on the back of your member ID card.

Have other questions about home delivery, payment methods, or more?
Visit [express-scripts.com/rx](https://www.express-scripts.com/rx) for answers.

Three easy ways to switch to Express Scripts® Pharmacy



ePrescribe

Ask your doctor to send your prescriptions electronically to Express Scripts® Pharmacy.



Online

Visit [express-scripts.com/rx](https://www.express-scripts.com/rx) or download the **Express Scripts® Pharmacy mobile app**. After activating your account, you'll be able to view your eligible prescriptions and savings, and simply click to transfer them to home delivery.



Phone

Call the number on the back of your member ID card to learn how to get your long-term, maintenance medications delivered by Express Scripts® Pharmacy. TTY users: 800.759.1089

1. Internal Analytics, FY 2020-2021.

2. Standard shipping costs are included as part of your prescription plan.

3. Not all medications are eligible for auto-refill. Some states or plans may require ongoing consent for auto-refill.