



Welcome to Express Scripts® Pharmacy

With your benefits from <HEALTH PLAN>, you can get 90-day supplies of your maintenance medications delivered right to your mailbox from Express Scripts® Pharmacy.

Along with simple, stress-free ordering and delivery that can save you time and money, you'll also enjoy:



FREE standard shipping, with most orders arriving within 5-7 days once we receive your prescription



Easy automatic refills for qualifying medications so you never run out or miss a fill¹



Our convenient mobile app so you can refill medications, track orders, transfer prescriptions to our pharmacy, and make payments from anywhere



24/7 access to pharmacists and a customer service team to answer your questions



\$0 copay on many generics

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 creating your online account, you'll be able to view your prescriptions and savings, and simply click to transfer any eligible prescriptions 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 can call 800.899.2114.

FAQ

Q: What medications can be delivered?

A: Maintenance medications that you take daily or regularly for an ongoing condition can be delivered right to your mailbox. You can usually get these in a 90-day versus a 30-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. Express Scripts® Pharmacy ensures packaging is discreet and weather resistant. If your medication requires specific temperature control, it is shipped using special packaging and coolant packs, which are adjusted for weather forecast and climate.

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

A: You should receive your medication within 5-7 days once 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. In such cases, 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.¹ 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, the address, and more on the mobile app and website.

FAQ

You can set up automatic refills on the Express Scripts® Pharmacy mobile app or at express-scripts.com/rx. After you log in to your account, simply select the prescriptions you'd like to have automatically refilled (you'll see an icon or button next to the ones that are eligible) and follow the prompts. You can also speak directly to an Express Scripts® Pharmacy customer service representative to enroll your prescription(s) in the auto-refill program; simply call 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 — a customer service representative or a pharmacist — to help you at Express Scripts® Pharmacy, 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.

Express Scripts®
Pharmacy

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

Other pharmacies are available in your network. This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits may change on January 1 of each year. The pharmacy network may change at any time. You will receive notice when necessary.

<HIPAA line>

<Federal Contracting Statement>