



Making home delivery work for you

A guide to getting the most from Express Scripts® Pharmacy.

**Express Scripts
Pharmacy**

By EVERNORTH





More you time.

Less picking-up-your-medications time.

These days, you can get everything delivered.

Your groceries. Your wardrobe. Even a new car. With more and more of the world being brought to your door, why not your prescription medications as well?

That's where home delivery from Express Scripts® Pharmacy comes in.

Since 1987, we've delivered 90-day supplies of long-term maintenance medications right to patients' homes quickly, safely, and accurately. Why make a trip to the pharmacy when you can make a much shorter one to the mailbox?

And with true 24/7 support, you get more than medication delivered. Receive personalized care and counseling around the clock from pharmacists trained in specific conditions. Reach us anytime, day or night, to get answers to your questions.

Get a better, simpler pharmacy experience — one focused on your needs — through Express Scripts® Pharmacy.

+ Simple, stress-free ordering

+ Copays as low as \$0

+ Automatic refills¹

+ Flexible payment options

+ Standard shipping included²



Explore this interactive guide to discover how to get the most from your home delivery benefits.

Getting started is easy.



New prescription? You can send it to us in one of three easy ways.

- 01 **Ask your doctor.** Have them send a 90-day supply of your prescription electronically to Express Scripts® Pharmacy. **(This is the fastest way to get your medication!)**
- 02 **Go online.** Visit express-scripts.com/rx, log in to your account, and click the “Request an Rx” button on the right side of the home page.

Need to create an online account? [Find out how.](#)
- 03 **Call us.** Dial the number on the back of your ID card, and we’ll contact your doctor for you.

Current prescription eligible for home delivery?

Once you log in to your account, you may see existing prescriptions in your dashboard that are eligible for home delivery.

If you have refills available, simply click on them to order and set up payment. **We’ll contact your doctor and take care of the rest.** You can let them know we’ll be reaching out, so they’re prepared with your information.

Or you can call us using the number on the back of your ID card.



Watch this video to see just how easy it is to order a prescription.



What medications can be delivered?

Most maintenance medications (those you take regularly for an ongoing condition) are eligible for home delivery in a 90-day supply.



And that's it!

Once we receive your prescription, you can expect your medication to be delivered to your chosen location in discreet packaging within 5–7 days. Standard shipping is included at no cost, but you can get it expedited for a fee.²

If there are any delays, we'll let you know.

The first order of any prescription may take longer to process, but the following refills will be quicker.

Before we can ship your medication, we might need additional information from your doctor. If any issues arise, we'll reach out with specific information on what we need from you to help resolve them.

We'll keep you informed every step of the way. Track your order in real time at express-scripts.com/rx or on the Express Scripts® Pharmacy app.



What's the fastest way to get my prescription?

Asking your doctor to send in your prescription — for both new prescriptions and refill prescription transfers — electronically to Express Scripts® Pharmacy is the quickest way to get your medication.



Pharmacy care
built around you.
Pharmacy care
provided around
the clock.



True 24/7 support.

Call our pharmacists anytime, day or night, with questions about your prescriptions, possible side effects, interactions, or anything else on your mind. Now you can have real, in-depth health conversations from the privacy of your own home.

Always available, always making time for you.

- + No voicemails.
- + No waiting in line.
- + No hurried conversations.

Pharmacists who are 100% focused on your whole health:



Are trained in specific conditions, to better understand your unique health needs.



Work with your doctor to ensure you're getting the best possible treatment.



Look for ways to save you money with generic medications, other low-cost alternatives, or programs that could help your health.



Numbers to know

For help with prescriptions filled through Express Scripts® Pharmacy.
(800) 282-2881

TTY users call:
(800) 759-1089

24 hours a day, 7 days a week.

For assistance with your Medicare prescription benefits.

(866) 529-4917

TTY users call:
(800) 899-2114

24 hours a day, 7 days a week.

Emergency? **Call 911**



Pharmacy care starts with pharmacists who care.

It's about more than dispensing medications; it's about looking out for our patients.

Real care starts with real purpose.

Katie was a few semesters into her college career when her younger brother was diagnosed with type 1 diabetes. That's when she decided to switch majors and pivot her career path toward becoming a pharmacist.



Hear more of Katie's story and her passion for caring for patients.



Manage your medications anytime, anywhere.



Everywhere you go, anything you need.

With an online account at express-scripts.com/rx or on the Express Scripts® Pharmacy app, the power of pharmacy is at your fingertips.



Order medications and refills.

All your prescriptions are now in one place. Simply select the ones you wish to order and they'll be delivered right to your door.



Schedule automatic refills.

Never run out or miss a fill. And change the processing date whenever you need.¹



Track deliveries.

See when your medication orders are placed, processed, and shipped so you'll know exactly when they'll arrive.



Find a lower price.

Use our "Price a Medication" tool to discover lower-cost options that will work for you.*



Make payments.

Easily pay for your prescriptions online and take advantage of flexible payment plans to help manage your account.



Set up dose reminders.

Stay on track with automated alerts that remind you to take your medications.**

ONLINE TOOLS CONTINUED



*This function only available at express-scripts.com/rx.

**This function only available on the Express Scripts® Pharmacy app.



Activate your online account.

Visit express-scripts.com/rx or download the Express Scripts® Pharmacy app to set up your account in just a few steps. If you haven't registered yet, you'll need to provide a few pieces of basic information.

If Express Scripts® Pharmacy is a newer option under your plan, you may not be able to register online until your benefits start date.

Pharmacy on the go, on your schedule, with the Express Scripts® Pharmacy app.

Scan to download the app today.



Make refills easier. Make them automatic.



Never miss a fill. Never run out of medication.

Easily manage your prescriptions and save extra trips to the pharmacy with automatic refills on 90-day supplies of your maintenance medications.¹

You're off the hook.

With automatic refills, you don't have to remember to order a refill each time, making it easier to stay on track with your medication. We can even call your doctor when you're out of refills.

You're in control.

Once you've signed up a medication for automatic refills, you can always change the refill processing date to better fit your schedule.

Signing up is easy.

Enroll in automatic refills with the Express Scripts® Pharmacy app or at [express-scripts.com/rx](https://www.express-scripts.com/rx).



Watch this video to see how to get started.



What's the difference between a refill and a renewal?

Knowing the difference between a prescription refill and a prescription renewal can help you make the right decision the next time you're running low on medication.

Refill: An order of a new supply of a current medication you are taking. If you're eligible for a refill, you can get one without having to ask your doctor.

Renewal: A new prescription for a medication you are already on. When you're out of eligible refills, you'll need to ask your doctor how to get a renewal. (If you don't need a new appointment to see your doctor, we can reach out to them on your behalf for a new prescription.)

More ways to pay.



Three convenient options to pay for your medication.

01

Pay online.

Use your debit card, credit card, checking account, or PayPal account to easily pay online.

02

Pay automatically.

Sign up for Autopay to set up an automatic payment each time a prescription ships. To help you manage your budget, you can even set a maximum amount that can be charged to your account or card. If a payment is over that amount, we will check with you before processing the payment.

03

Pay in three monthly installments.

With our Extended Payment Plan, you can split the total cost for eligible prescriptions into equal credit or debit card payments over three months (with no service fee). Your first installment payment will be processed when your medication ships.



Watch this video to learn how to set up different payment options.



The right medication, at the right price.



You may be able to find lower-cost medication options with our “Price a Medication” tool.



Copays as low as \$0 on many generic medications. Plus standard shipping included at no cost.²



Delivering savings.

We can help guide you to lower cost alternatives, including generic medications and cost-saving programs.



Helpful resources

Find everything you need to manage your medications – and your health.



Stay safe, healthy, and informed with the Express Scripts® Pharmacy blog

Discover a wide variety of articles and videos about the latest in health care news; you'll also have access to health tips from our pharmacists as well as more health and wellness information.

[Visit the Express Scripts® Pharmacy blog.](#)



FAQs

Questions about your prescription plan or home delivery? We have answers.

[Visit our FAQ page.](#)



Commonly used terms and definitions

We understand some of the words and phrases you may hear while getting to know your home delivery benefits might be unfamiliar. Visit our easy-to-use glossary for the definitions.

[Look up what commonly used terms mean.](#)

Other pharmacies are available in the 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.

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

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