

# Express Scripts Frequently Asked Questions



## General Information

You may already be familiar with Express Scripts; however below is some information you may find useful during this transition.

**Effective January 1, 2019 all retail and home delivery prescription drug benefits will transition to the new Express Scripts platform.**

**You will continue to have access to the same large network of participating retail pharmacies.** Network pharmacies can be located at [www.express-scripts.com/NATPLSNATPREF14](http://www.express-scripts.com/NATPLSNATPREF14).

**Convenient Home Delivery services through the Express Scripts Pharmacy.** You'll continue to be able to have up to a 90-day supply of most maintenance medications delivered directly to you. Maintenance medications are those taken to treat an ongoing condition, such as high blood pressure, high cholesterol or diabetes.

**A new drug formulary.** As a result, some drugs may change co-pay tiers (up or down), and some drugs may be added or excluded. There are only a few variations between the current Express Scripts formulary and the new Express Scripts formulary, so we expect minimal disruption. Prior to January 1, 2019 go to [www.express-scripts.com/NATPLSNATPREF14](http://www.express-scripts.com/NATPLSNATPREF14) to see Express Scripts' standard formulary\*, including what tier your medications are in (preferred generic, preferred brand, non-preferred brand or specialty).

## Same four-tier pharmacy copay model for the \$1,000 POS Plan

Rx Tiers	Retail Copay (30-Day Supply)
Preferred generic drugs	\$10 copay
Preferred brand drugs	\$30 copay
Non-preferred brand drugs	\$50 copay
Specialty drugs	\$50 copay

## Same deductible and coinsurance model for the \$3,000 and \$5,000 High Deductible Health Plan (HDHP) Plans

**Will there be new ID cards?** Yes. You will receive a new ID card from Anthem, and it will include the Express Scripts information for prescription drug coverage. Beginning January 1, 2019, please show your new member ID card to your pharmacist when filling a prescription for yourself or a covered family member. **Your old ID card will not work!**

**What is the Express Scripts customer service phone number and what are the hours of operation?** Beginning January 1, 2019 Express Scripts customer service will be available 24/7 at 877-826-7656.

- Express Scripts customer service representatives assist with questions about your benefit or orders.
- Pharmacists in the Express Scripts Therapeutics Resource Center, who each have expertise in the medications that treat a single condition, such as high blood pressure, asthma, diabetes or cancer, can answer your questions about how your medications work with each other and how to make them work best for you. Since they know how your plan works, specialist pharmacists can also advise you on potentially reducing your medication costs.

## Prescription Refill Transfers

### Will I need to obtain a new prescription?

- Retail: As long as you have refills left, you do not need to obtain a new prescription. However, be sure to show your new prescription drug ID card to the pharmacist beginning January 1, 2019 as your old ID card will no longer work.
- Mail Order / Home Delivery: Your mail order prescriptions will automatically transfer within Express Scripts Pharmacy. Once the refills have been transferred (typically after the first week in January), you'll be able to refill your Home Delivery prescriptions online, by phone or by mail.
- Specialty: Your specialty medications will automatically transfer within Express Scripts/Accredo.

#### *Notes regarding Mail Order / Home Delivery and Specialty medications:*

- If you find that your prescriptions have not transferred by January 15, 2019, call Express Scripts customer service.
- Prescriptions for controlled substances, compounded medications and expired prescriptions will not be transferred. If you take one of these medications, you must get a new prescription from your doctor. Your welcome package will describe how to send new home delivery prescriptions to the Express Scripts Pharmacy.

## How do I maximize my prescription drug coverage benefits?

### The following information will help to maximize your prescription drug coverage benefits:

- Use preferred generic drugs whenever possible.
  - **Preferred generic medications** use the same active ingredients as brand medications and work the same way.
  - **Preferred brand medications** are on the Express Scripts formulary and usually cost less than non-preferred brand medications. The formulary is determined based on the advice of pharmacists and a group of independent doctors.
  - **Non-preferred brand medications** are not on the Express Scripts formulary and may cost you more.
  - **Specialty medications** are high-cost drugs including infused or injectable drugs that usually require special storage and close monitoring. Specialty drugs are generally prescribed to people with an ongoing or complex medical condition.
- If you are taking a non-preferred brand, ask your doctor if a preferred generic or brand would be right for you. You can find a copy of Express Scripts' standard formulary\* at [www.express-scripts.com/NATPLSNATPREF14](http://www.express-scripts.com/NATPLSNATPREF14).
- Use the Express Scripts Mail Order Pharmacy for maintenance medications. You can usually save time and money by using the Express Scripts Mail Order Pharmacy to fill your maintenance medications.
- Use a participating retail pharmacy to fill your short-term prescriptions. For example, your doctor might prescribe a 15-day medication for an infection. You should always get these types of medications from a participating local pharmacy.
- Once enrolled, you will receive a welcome package from Express Scripts that includes simple instructions on how to take full advantage of all the prescription services available to you.

**How do I know if my medication is covered or if there is a generic equivalent?** Prior to January 1<sup>st</sup>, go to [www.express-scripts.com/NATPLSNATPREF14](http://www.express-scripts.com/NATPLSNATPREF14) to view Express Scripts' standard formulary\*. You can search medications by name or drug category to find out which tier they fall in (generic, preferred brand, non-preferred brand, or specialty) and if there is a generic alternative.

**How can I calculate my out-of-pocket cost for a drug?** After January 1<sup>st</sup>, you will have access to a tool called "Price a Medication" that will help you calculate the estimated cost of a prescription drug based on the plan you selected.

The new Express Scripts drug pricing tool will not be accessible until the transition is complete on January 1<sup>st</sup>. If you are thinking of enrolling in one of the HDHP Plans and you don't know how much your medications cost, you can get an estimate on GoodRx.com. The estimate won't take into account any discounts you might receive from having coverage through Express Scripts, and GoodRx doesn't know the plan's formulary, but it can help you get an estimate of the "cash price" for your medications.

## Home Delivery

**What is the Express Scripts Pharmacy Home Delivery service?** The Express Scripts Pharmacy Home Delivery gives members the convenience of receiving their maintenance prescriptions through the mail. If you are currently using mail order, your prescription will automatically transfer within Express Scripts. If you are interested in signing up for the first time, this service will be available on January 1, 2019.

**How can I start using the Express Scripts Pharmacy Home Delivery service?** To get started using the Express Scripts Pharmacy for medications you take on an ongoing basis, ask your doctor to write a prescription for at least a 90-day supply, plus refills for up to one year (as appropriate). To fill the prescription, you may:

- Mail your prescription(s) along with the required co-payment/co-insurance in the envelope provided with your Express Scripts welcome package.
- After January 1, 2019, for refills:
  - Call Express Scripts customer service. You will need to have your prescription number handy when you call.
  - Order refills through the Express Scripts website after registering at [www.express-scripts.com](http://www.express-scripts.com).

**Is there an additional charge for shipping and handling with home delivery?** Medications are shipped via standard service at no cost to you. Express shipping is also available for an additional fee.

**How soon will I receive my home delivery prescription, and how can I check the status of my order?** Orders are usually processed and mailed within 48 hours of receipt. Please allow eight days from the day you mail in your prescription. After January 1, 2019, you can check on the status of your order by logging on to [www.express-scripts.com](http://www.express-scripts.com). Or you can call customer service and use the automated system. If you're a first-time visitor to the website, take a moment to register. Have your member ID number handy.

**How do I pay for my home delivery prescriptions?** You can pay by check, e-check (see below for additional information), money order, credit card, FSA debit card or HSA debit 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 enrolling online.

E-check is another term for electronic fund transfer. When you pay for home delivery prescriptions with e-check, your cost-shares are conveniently deducted from your checking account. 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.) There are no additional fees for paying by e-check.

## Specialty Medications

**What is a Specialty Medication?** Some prescription drugs are called "specialty medications." Specialty medications are used to treat chronic, complex conditions like multiple sclerosis, hepatitis C, rheumatoid arthritis and cancer. They can include oral solids or be injected, infused, or inhaled and usually require special handling and refrigeration.

The Express Scripts Specialty Pharmacy, called Accredo, has additional services at no cost to you. Here are just a few:

- Accredo's specialty-trained pharmacists and nurses are available 24/7 for any questions about your therapy.
- You'll receive one-on-one clinical support to help you administer your medication safely and effectively.
- Your Accredo team helps you manage possible side effects.

**Can I order all my medications from Accredo?** No. Accredo dispenses only specialty medications.

## Prior Authorizations

**What is a coverage review or prior authorization?** Express Scripts has coverage management programs to help ensure you receive the prescription drugs you need at a reasonable cost. Coverage management programs include prior authorization and quantity duration. Each program is administered by Express Scripts to determine whether your use of certain medications meets our plan's conditions of coverage. In some cases, a coverage review may be necessary to determine whether a prescription can be covered under your plan.

On or after January 1, 2019, if your prescription requires prior authorization you or your doctor can initiate the prior authorization review by calling Express Scripts at 800-753-2851. Express Scripts will inform you and your doctor in writing of the coverage decision.

**Will my prior authorization information transfer to Express Scripts?** Your prior authorization records from Anthem will be entered into the Express Scripts system, unless they have recently expired. If the prior authorization is no longer valid, your doctor can submit a request for a new prior authorization to Express Scripts.

## Express Scripts Website and Mobile App

**How do I register with the Express Scripts website?** Beginning January 1, 2019 visit [www.express-scripts.com](http://www.express-scripts.com) to register under the new platform. You will be asked to provide your Express Scripts ID number (look for it on your new 2019 Anthem ID card) and email address.

**What can I do on the Express Scripts website?** Beginning January 1, 2019, you can visit [www.express-scripts.com](http://www.express-scripts.com) to:

- Order mail order and specialty prescription refills, request renewals and check your order status
- Transfer retail prescriptions to Home Delivery for convenience and potential savings
- Enroll in Worry-Free Fills to conveniently receive Home Delivery medication automatically
- Discover possible ways to save money on medications, such as using generics and Home Delivery
- Receive time-sensitive medication-related alerts
- Look up information about your medications and your prescription drug benefit
- Ask a pharmacist questions anytime, day or night
- Review your prescription history to share with your doctor
- Find participating retail pharmacies near you
- Price medications

**How do I download the Express Scripts mobile app?** Visit your smartphone's or tablet's market or store and search for "Express Scripts." The app is free to download and use.

**What can I do on the Express Scripts mobile app?** Beginning January 1, 2019, you can use the app to:

- View your medications and set reminders for when to take them or to notify you when you are running low
- Get personalized alerts
- Check for lower-cost prescription options
- Display a virtual member Rx ID card that you can present at the pharmacy (the Rx ID card on your Express Scripts app will not display any Anthem information, so it will only work at the pharmacy).

*\*Note: In very few cases, the Express Scripts standard formulary, which can be accessed at [www.express-scripts.com/NATPLSNATPREF14](http://www.express-scripts.com/NATPLSNATPREF14), will differ from PrimeLine's formulary.*