

The State of New Mexico Group Benefits Plan Plan Year: January–December 2018

Prescription Drug Program



## Who Is Express Scripts?

- Express Scripts administers your prescription drug benefit and you automatically receive coverage when you enroll in a medical plan.
- Express Scripts is the largest Prescription Benefit Manager in the country with more than 100 million people nationwide
- Retail network includes 60,000 pharmacies
- Provides administration for
  - Retail pharmacy program
  - Express Scripts Home Delivery program
  - Specialty drug program through Accredo



## **Express Scripts Formulary**

Your plan covers a broad range of medications that fall into three categories:

#### First tier:

Generic drugs

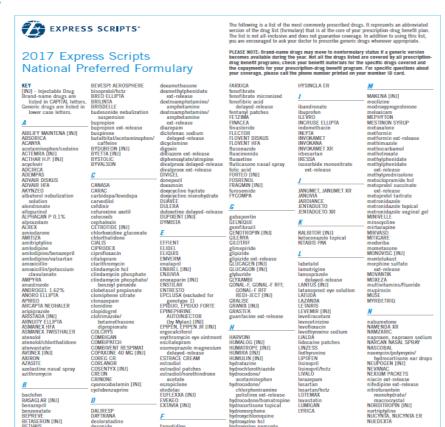
#### Second tier:

preferred brand-name drugs (lower cost)

#### Third tier:

Non-preferred brand-name drugs (higher cost than First and Second tier)

**Excluded:** drugs that are not covered under your benefit



THIS DOCUMENT LIST IS EFFECTIVE JANUARY 1, 2017 THROUGH DECEMBER 31, 2017. THIS LIST IS SUBJECT TO CHANG

Prescription Costs	Participating retail pharmacies	Express Scripts Home Delivery
	Retail (30-day supply)	Mail Order (90-day supply)
Out of Pocket	\$3,500 single / \$10,500 family (accumulated with Medical OOP towards annual max)	
Deductible**	\$50 Individual / \$100 Family only on Non-Generics (applies to Medical annual OOP Max)	
Generic	\$6	\$17
Brand (Preferred)	30% (\$35 min / \$95 max)	\$120
Brand (Non-Preferred)	40% (\$60 min / \$130 max)	\$155
Specialty Medications (30 day supply) - must move to mail order after 2 fills at retail	\$60 Generic \$85 Preferred Brand \$125 Non-preferred Brand	\$60 Generic \$85 Preferred Brand \$125 Non-preferred Brand

<sup>\*\*\*</sup> If you obtain a brand-name drug when a generic equivalent is available, you are responsible for the generic copayment plus the cost difference between the brand-name drug and the generic drug. This does not apply to specialty medications.



# Use Express Scripts Home Delivery for your Maintenance Medications

Receive up to a 90-day supply with free standard shipping
Take advantage of our Automatic Refill Program for added convenience!
State of New Mexico Home Delivery Program:

- 3 retail fills are allowed on maintenance medications before copay increases
- On the 4th fill at retail the copay will increase to the mail order copay for that drug tier (for a 30 day supply)

Maintenance Drugs	Retail Copay (30-day supply) Up to 3 fills	Retail Copay (30-day supply) Starting on 4 <sup>th</sup> fill
Generic	\$6	\$17
Brand (Preferred)	30% (\$35 min / \$95 max)	\$120
Brand (Non-Preferred)	40% (\$60 min / \$130 max)	\$155

## Get Started With Express Scripts Mail Order





- E-Prescribe (electronic prescribing) Have your physician send your prescription direct to Express Scripts pharmacy for processing
- Phone Call into Express Scripts customer service and request that your maintenance medication be moved to home delivery. We will consult your physician and take it from there!
- Online Register on express-scripts.com and transfer medications to home delivery with a click of a button
- Mail Complete a home delivery order form and submit it, along with a paper prescription, for processing
- Payment Options check card or credit card is the preferred method for online orders. ESI accepts Visa, MasterCard, American Express and Discover. Provide your check card or credit card information or choose to be billed later for mail in orders.

### **Prior Authorization**



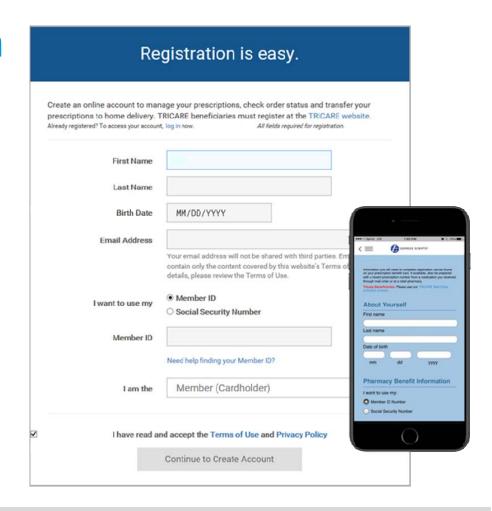
- Some medications require a Prior
   Authorization a process to ensure the medication prescribed is appropriate for the patient and/or the condition and is covered by the prescription drug plan
- Physician's submit documentation for Prior Authorization on the patient's behalf
- Most Prior Authorizations expire after 1 year

## www.express-scripts.com

**One-Time Registration** 

### **Quick and easy steps**

- Register via web or mobile app using member ID number or SSN
- Review and accept the Terms of Use
- Preferences can be chosen now and updated at any time



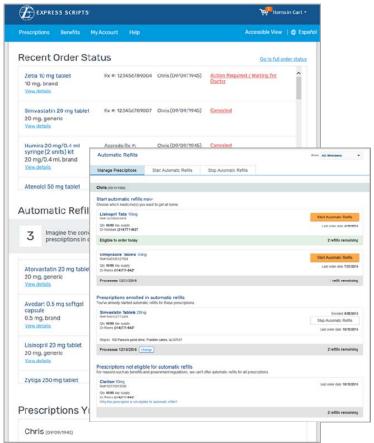




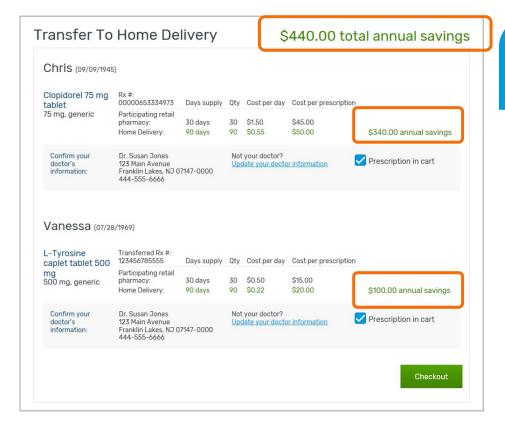
## Managing Prescriptions with Ease

# Quick access to what members want most

- Check order status
- View all prescriptions and order refills and renewals
- View savings and transfer retail prescriptions to home delivery
- Enroll in and manage automatic refills
- Receive medication-related safety alerts and take action
- View important Benefit & Account Notifications



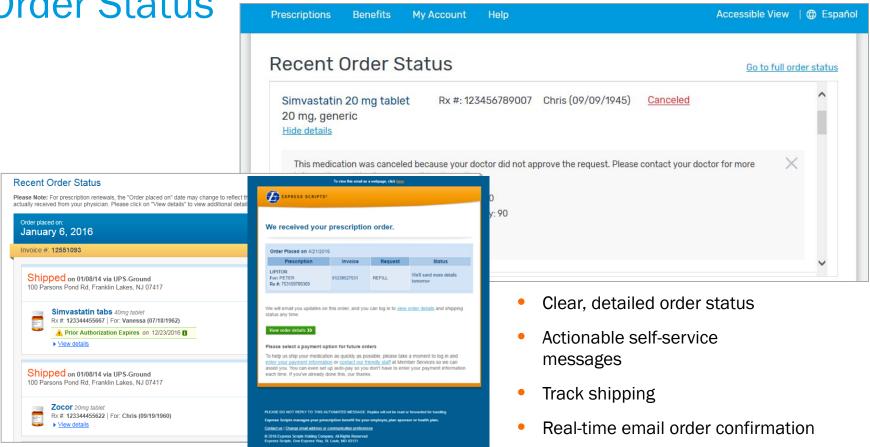
## Transfer to Home Delivery



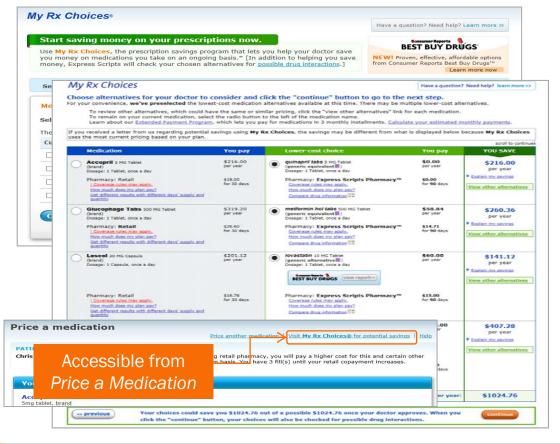
### Quickly and easily view savings by transferring to home delivery service

- Express Scripts will contact the doctor to obtain a new prescription on member's behalf
- Express Scripts will automatically deliver refill medication when the Automatic Refill option is chosen.
- When the prescription is out of refills, Express Scripts will contact the doctor for a new prescription.

### **Order Status**



## My Rx Choices explores options



- Side-by-side drug comparisons showing plan and usual & customary (U&C) pricing via retail and home delivery pharmacies
- Potential savings by drug and/or channel option
- Helpful drug information
- Ability to print for doctor review
- Access to Consumer Reports Best Buy Drug information
- Display 25+ possible lower-cost options



## **Express Scripts Mobile App**



# Members choose how to connect

- Responsive web design for variety of devices
- Intuitive mobile app
- Patient Care Advocates available via phone



# Easy to find information

- Simple landing page
- Easy access to "Contact Us" and FAQs
- Encourages member feedback



#### More ways to self-serve

- Print forms and member ID cards
- Track and print claims and history by month or year
- Pay outstanding balances and obtain historical invoice summaries and detail

#### Connecting to Express Scripts is quick and easy, with multiple ways to register:



#### **Patient Care Advocates**

can register members online when they call in



Or, members can choose to register on the web or mobile app



## ESI Therapeutic Resource Centers (TRC)

- Engage with highly trained, highly trusted individuals who specialize in caring for those with complex conditions (Ex. Cardiovascular disease, diabetes, cancer, asthma, etc)
- Staffed by specialized pharmacists, physicians, nurses, technicians, benefit specialists and other team members
- TRC staff engage through a variety of channels, including web, email, phone and mail
  - Access to the TRCs is free of charge to all members. Contact your member services team to request to speak to a specialized team member.
- TRC access is available to members whether they fill maintenance prescriptions at an Express Scripts home delivery pharmacy or at a retail pharmacy

## **Express Scripts Customer Service**



- Dedicated Customer Service Unit
- Specially trained on the State of New Mexico benefit plan
- Speak to a Pharmacist

Customer Service Number (located on the back of your ID card): 1-800-743-1720