

## Home Delivery Frequently Asked Questions

*Helping you get the most from your prescription plan*

### **Q What's Home Delivery from the Express Scripts Pharmacy<sup>SM</sup>?**

A: Home Delivery from the Express Scripts Pharmacy provides an affordable way to obtain your maintenance medicines, by allowing you to order up to a 90-day supply by mail. It's the most cost effective way to fill prescriptions — and helps you and New Mexico Risk Management save money. Millions of people enjoy the convenience of home delivery and your plan recommends it. It's easy to get started, your medicine is delivered right to your door and standard delivery is free. (Maintenance medicines treat ongoing conditions, such as high blood pressure and high cholesterol.)

### **Q: How do I start using the Express Scripts Pharmacy?**

A: You can choose any one of these easy methods:

- **Ask your doctor for a new prescription** for up to a 90-day supply, plus refills for up to 1 year (if allowed). Then, ask the doctor to e-prescribe or fax the prescription to the Express Scripts Pharmacy. (Only doctors can fax prescriptions; the fax number is 800.837.0959.)
- **Call Member Services at 800.743.1720** and let us do all the work. For most maintenance medicines, we'll be able to contact your doctor and arrange for your first home delivery supply.
- **Log in at Express-scripts.com** and click "Add to cart" for eligible prescriptions and check out. The Express Scripts Pharmacy will contact your doctor for you to get a 90-day prescription. If you're a first-time visitor to the website, please register using your member ID number.

**For refills remaining on covered medicines you take regularly and fill at a retail pharmacy,** log in at Express-Scripts.com. In the section called "Prescriptions You Can Order Today" click "Add to cart" for the medicines you'd like to transfer. We'll contact your provider and take care of the rest.

### **Q: How long will it take to receive my home delivery medicines?**

A: For first-time orders, please allow 10 to 14 days from the time Express Scripts receives your prescription. If we need to contact you or your doctor for information, delivery could take longer. (If the doctor can't be reached, you'll receive a letter or a phone call).

For your first order, we also advise you to get two signed prescriptions from your doctor:

- Prescription 1 is for an initial 30-day supply to be filled at your participating pharmacy.
- Prescription 2 is for up to a 90-day supply with allowable refills, and should be sent to the Express Scripts Pharmacy.

Once we've processed your first order, subsequent refills will usually be shipped within three to five days from the time the refill request is received.

### **Q: What's the automatic refills program?**

A: Your plan provides this service to help you avoid running out of your medicine. After enrolling your maintenance prescriptions in the program, Express Scripts will automatically calculate your medicine usage and remaining day's supply. When it's time to refill your prescription, Express Scripts will fill and mail it to you automatically. We'll notify you 7 days before we begin processing your next refill. You have the option to change the next processing date or cancel the prescription from the automated refills program any time before processing begins.

**There are 3 convenient ways to enroll in automatic refills:**

- **Log in at Express-scripts.com**, and select “Automatic Refills” from the dropdown menu under “Prescriptions”. Select the prescriptions you’d like to have refilled automatically.
- **When refilling a prescription**, we ask if you want to enroll it in automatic refills. If you answer “yes,” we will begin automatically refilling your prescription on all future refills.
- **Call Member Services at 800.743.1720** and tell the patient care advocate you want to enroll in automatic refills.

**Q: How do I order refills if I don’t enroll in the automatic refills program?**

Choose any of the following methods:

- **Log in at Express-Scripts.com**, click “Add to Cart” for the medicines you wish to order, then checkout.
- **Send us the refill request form** included in your initial prescription package.
- **Call Member Services at 800.743.1720** to use our Interactive Voice Response (IVR) system. You may then choose to speak with a patient care advocate or use your touch-tone phone to enter your refill information.

**Q: How can I check the status of my order?**

A: Log in at Express-Scripts.com and select “Go to Full Order Status” from the Recent Order Status section on the home page. Or you can call Member Services and use the automated system.

**Q: How can I find out how much my medicine costs?**

A: Log in at Express-Scripts.com, select “Price a medication” from the menu under “Prescriptions” and follow the instructions to enter your medicine name. You can also call Member Services.

**Q: How do I pay for my home delivery prescriptions?**

A: All orders should include payment information to allow processing without delay. Orders may be paid with:

- VISA®, MasterCard®, American Express® or Discover®
- E-Check
- Flexible Spending Account (FSA) debit card
- Bank-issued debit card
- Personal check or money order

**Q: How will I know if I have an outstanding balance?**

A: You’ll receive an invoice with each home delivery order, as well as monthly statements with any unpaid balances. You can also check your balance by logging in at Express-Scripts.com, selecting “Claims & Balances” from the menu under “Prescriptions,” and clicking the “Mail order payments” tab.

**Q: What’s an account limit?**

A: Also called a floor limit, the account limit is the maximum outstanding balance you can have on your home delivery account. The account limit under your plan is \$150. If your unpaid balance exceeds \$150 and you order more prescriptions, Express Scripts will take these steps:

- The orders will be held for 36 hours while we try to call you to arrange payment.
- If payment is not received during this time, prescriptions for C2 controlled substances and refills for non-C2 drugs are held for 7 days. If payment is not received by the 8<sup>th</sup> day, the order is cancelled. New prescriptions for all other drugs are held until the prescription expiration date. To have the order processed, you must contact Member Services and pay the balance. Unfilled prescriptions will be cancelled on the expiration date.

**Q: Can I use manufacturers' coupons or cards on home delivery orders?**

A: Express Scripts doesn't accept coupons or cards. Copayment assistance is available for some specialty medicines through Accredo, an Express Scripts specialty pharmacy.

**Q: What's the Extended Payment Program (EPP)?**

A: EPP allows you to spread your home delivery prescription payments over **three** credit or debit card installments so you don't have to pay all at once. There's no waiting—your medicine will be shipped from the Express Scripts Pharmacy after the very first payment. When you enroll in EPP, it applies to every home delivery prescription for you and your covered dependents. To learn more, call Member Services at **800.743.1720**. You can also log in at Express-Scripts.com. Select "Payment Information" from the drop-down menu under "Account." Click "Edit Information" on the right and select the "Extended Payment Program" tab to learn more and turn on the program.

**Q: My medicine needs refrigeration. How will it be mailed?**

A: The Express Scripts Pharmacy uses special packaging and coolant packs for handling and shipping refrigerated medicines. These processes keep the temperature within the range approved in the product's labeling. We also adjust for current and forecasted climate conditions, as well as the package destination area.

**Q: What if I have questions about my medicines?**

As part of your plan—and at no cost to you—the specialist pharmacists from Express Scripts Therapeutic Resource Centers (TRCs) focus on medication safety for patients with chronic and complex conditions. They're specially trained in medications to treat conditions, including diabetes, heart disease, high cholesterol, high blood pressure, cancer, migraines, asthma and hemophilia. Specialist pharmacists can answer your medication questions, help you avoid drug interactions and even help you and your doctor identify potential medication savings. To ask to speak with a specialist pharmacist, call Express Scripts at (800) 818-6717 or log in at Express-Scripts.com, choose "Health Resource Center" from the dropdown menu under "Benefits" and click the link to ask your question.

**Q: What if I run out of or lose my medicine before my home delivery order arrives?**

A. Immediately call Member Services at **800.743.1720**. Express Scripts will advise you about the next steps.

**Q: What if my home delivery order doesn't arrive?**

A. Call Member Services at **800.743.1720**. Express Scripts will advise you about the next steps.

**Q: What can I do on the Express Scripts website?**

A: By registering at Express-Scripts.com, you can access plan information, receive medicine alerts, find available lower-cost medicine options, order refills, check order status and more.

**Q: What can I do with the Express Scripts Mobile App?**

A: The app lets you manage your medicines on the go. You can access most of the features available at Express-Scripts.com, plus get instant access to your member ID card, set reminders for when to take your medicines and more. Visit your mobile device app store to search for "**Express Scripts**" and download the app for free.

**Express Scripts is your plan's provider of home delivery pharmacy services.**