

YOUR BENEFITS GUIDE

EXPRESS SCRIPTS HOME DELIVERY PROGRAM

4. Express Scripts Home Delivery Program

You can reduce your prescription drug expense by utilizing the home delivery program through Express Scripts. Roughly 40% of the prescriptions dispensed to Electric Boat retirees and spouses are filled through the home delivery program. Retirees and spouses enjoy cost savings by ordering medications through the home delivery program as they save one copay every three months or four copays per year for each medication.

For example, in 2018, Januvia is a Tier 2 brand medication. If you purchase Januvia every month through your retail pharmacy, you will pay \$40 for a 31 day supply. Under the program, you are able to fill a 90 day supply of Januvia at your retail pharmacy or you are able to purchase 31 days once every month. For a 90 day supply of Januvia at a preferred retail pharmacy, you will pay \$120. **For a 90 day supply of Januvia through the Express Scripts home delivery program, you will pay \$80 - a \$40 savings over retail for that 90 day supply. This amounts to \$160 of annual savings for this one medication.**

In addition to the cost savings benefit of using the home delivery program, you will also enjoy the convenience of having your prescription medications delivered directly to your home, saving you time and trips to the retail pharmacy.

Getting started in the Express Scripts home delivery program

You should allow at least two weeks for your first prescription order through the Express Scripts home delivery program. Refills generally take less than one week to arrive.

You will need your physician to write a prescription for each medication for the maximum days supply which is 3 months or 90 days and your physician should indicate that the prescription is valid for 3 refills (if appropriate). This will be valid for a period of one year or four orders through the home delivery program.

If you are taking a new medication, ask your provider for two prescriptions - one to fill at the retail pharmacy and then once you are sure you will continue taking the new medication, you can mail the second prescription to the Express Scripts home delivery program.

You will need to complete the Express Scripts Pharmacy Prescription Order Form. This form will be included in your Express Scripts Medicare welcome kit along with your Express Scripts Medicare member ID card and other pertinent information regarding your prescription drug plan. You can also get this mail order form by contacting Beacon Retiree Benefits Group and we will mail the form to you. You may also sign up for Express Scripts home delivery by accessing the website at www.StartHomeDelivery.com. This will bring you to the proper landing page so that you can easily register and create an Express Scripts account. You may contact **the Express Scripts Customer Service Center at 1.888.345.2560, 24 hours a day, 7 days a week.**

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Filling out the Express Scripts Pharmacy Prescription Order Form

Follow these five easy steps to fill out your mail order form:

Step 1 – Express Scripts Medicare member ID number – Fill in your ID number from your Express Scripts Medicare member ID card. Each member will need to complete their own order form since Express Scripts Medicare member ID numbers are different even if you live in the same household.

Step 2 – Name, address and other personal information – Fill in your complete address. Be sure to fill in the address at which you would like your medications to be delivered. Many members do need to have prescriptions mailed to a variety of different addresses as many spend a good amount of time away from their primary home.

Step 3 – Provider and health history information

You will need to provide the following information:

- Be sure to completely fill out your physician's name and telephone number in case Express Scripts needs to contact your physician with questions.
- Check the boxes indicating any allergies or health conditions that apply to you. If you do not see your allergy listed, check the box next to "Other Allergies" and write in the allergy.
- Please indicate whether there are any brand-name medications that cannot be substituted with their FDA-approved generic equivalent and any other pertinent information that you feel Express Scripts should have on file relative to your health or prescription drug history and needs.

Step 4 – Method of payment – Check the box indicating your desired method of payment. If you are paying by check or money order; please write your Express Scripts Medicare member ID number on the check. If you are paying by credit card, be sure to include your signature. Payment by credit card is the preferred method of payment. Express Scripts Pharmacy accepts VISA, MasterCard, Discover, American Express and Diners Club.

Step 5 – Enclose your prescriptions

Make sure you enclose the original prescription(s) you receive from your doctor.

That's It!! Simply mail your order form along with your prescription(s) and payment (if check/money order) in the envelope provided or if you are using your own envelope, to the address listed on the Express Scripts Pharmacy Prescription Order Form.

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Four ways to refill your Express Scripts Home Delivery prescriptions

Once you are set up properly, it becomes even easier to order your refills.

- **Online** – You can request your mail order refills at www.Express-Scripts.com . You can also view benefit information, check your refills, check the status of an order, receive refill reminders and other important alerts.
- **By Phone** – Call the toll-free Express Scripts Medicare Customer Service number at **1.888.345.2560 (TTY 1.800.716.3231), 24 hours per day, 7 days a week.** Please have your Express Scripts Medicare member ID number and prescription number(s) ready.
- **By Mail** – You will receive a reorder form with every prescription order. Simply check the prescriptions you want to refill and mail the form back to the Express Scripts Pharmacy along with a check or your credit card information.
- **By Fax** – If you would like to have your doctor fax a new prescription or a refill prescription to Express Scripts, give your doctor your Express Scripts Medicare member ID number, which is located on the front of your member ID card. Your doctor can fax your prescription(s) to the Express Scripts Home Delivery Pharmacy at **1.800.837.0959**. Your doctor can request instructions by calling the Express Scripts pharmacy physician line at **1.888.327.9791**.

The Express Scripts website provides an array of resources and helpful tools. Other information that you can find on-line after you register at www.Express-Scripts.com:

- View a list of the medications you take
- Refill your prescriptions with just a click
- Check order status at anytime
- Transfer retail prescriptions to home delivery
- Compare coverage and pricing for brand name and generic medications
- Find network pharmacies near you
- Compare pharmacy prices
- Request prescription renewals
- View a financial summary of your prescription expenses
- Print your prescription history to share with your doctor
- View up-to-date coverage information
- View/Print plan forms