FAQ's for Express Scripts – Pharmacy Benefits

Express Scripts is the largest independent manager of pharmacy benefits in the United States and one of the country's largest pharmacies, serving more than 85 million people. Express Scripts is available 24/7 to give you the information and support you need to take control of your health. The best way to utilize your pharmacy benefits is to create an account on the Express Scripts website or you can call the Member Service toll-free number (877)-554-3091 to answer any questions.

1) Do I have pharmacy benefits through Blue Shield?
Answer: Your pharmacy benefits is separate through Express Scripts. Express Scripts prescription ID cards were mailed to your home in January 2018. If you do not have an Express Scripts prescription ID card, contact Human Resources at 442-265-1148 to order one.

2) How do I register on Express Scripts?
Answer: Visit **Express-Scripts.com** and click on "Register", follow the prompts to create a new account. You can use your Member ID number located on your Blue Shield member ID card or you can enter your Social Security Number.

3) How do I find a participating retail pharmacy?
Answer: Beginning 1/1/18, you can log on to Express-Scripts.com to find a participating retail pharmacy in the Express Scripts network near you. You can also find a participating retail pharmacy near you by calling Member Services toll-free at (877)-554-3091.

4) How is my prescription cost determined?
Answer: Medication in the formulary are typically grouped into tiers based on defined categories. The tier that your medication is in determines your portion of the prescription cost. A typical prescription benefit includes several tiers: Tier 1 usually includes generic medications. Tier 2 usually includes preferred brand name medications. Tier 3 usually includes non-preferred brand name medications.

5) What is a drug formulary?
Answer: A formulary is a list of preferred generic and brand-name medications approved by the Food and Drug Administration (FDA) that are covered under your prescription benefit. The formulary serves as a guide for physicians and members in selecting the most cost-effective prescription therapy.

6) How do I know if my medication is in the Express Scripts drug formulary?
Answer: It's easy to access the Express Scripts Formulary to see if your medication is on the list of preferred medication. Just go to Express-Scripts.com and register your account, once registered, you can click on the "Prescriptions" menu and "Price a medication".

7) What will happen to my current retail prescriptions?
Answer: In most cases, you should see no changes. Most major pharmacies participate in the Express Scripts retail pharmacy network, and you should be able to continue obtaining your refills as you do today. Starting 1/1/18, present your new member ID card to the pharmacist when filling a prescription for you or a covered family member. This member ID card will cover all your dependents.

8) How can I find out if my Generic prescriptions are covered under Express Scripts?
Answer: For information on what medication is covered, register at Express-Scripts.com, click on the "Prescriptions" menu and next select "Price a Medication". You can also access this information through the Express Scripts Mobile app. If your medication is not a generic brand, the mobile app, as well as Express-Scripts.com will assist you and your doctor to explore various options of alternative medications to determine which medication is right for you. You can also contact Member Services toll-free at (877)-554-3091.

9) What is the Express Scripts mobile app and how do I get it?
Answer: The Express Scripts Mobile App lets you access and manage your prescriptions while you are on-the-go. You can download the Express Scripts Mobile App for free from your device's app store. Search for "Express Scripts" and download it today. To learn more, please visit Express-Scripts.com/mobileapp.

10) What if my Generic medication is not covered under Express Scripts when it was fully covered in 2017?
Answer: Most generic medications are covered under Express Scripts. However, some medications may be categorized by Express Scripts based on the cost of Generic versus Brand name. Express Scripts recommends that members and their physicians refer to the formulary list when a medication is being prescribed. In doing so, members are likely to find cost savings by utilizing a preferred alternative medication if their medication is not a Generic brand. Log on to Express-Scripts.com and click on the "Prescriptions" menu to "Price a Medication" and view all alternative options.

11) I use a medication that is a Brand name and it is cheaper for me to purchase the medication directly from my pharmacy without using my Express Scripts benefit, can I do this?
Answer: Yes, there are local pharmacies that offer discount programs for certain Brand name medication. There are also companies that offer pharmacy coupons such as GoodRx. If you have a Brand name medication and would like to know if there are discounts or coupons that apply to that medication, contact your local pharmacy or visit http://www.goodrx.com.   Please note that Coupons are not applicable on mail orders.

12) I received a coupon for my medication; can I use it to receive a discounted price?
Answer: You may use the coupon for any medication with the exception of mail order prescriptions.

13) I currently take a medication that is listed on my previous plan's specialty prescription drug list. How do I verify if this prescription drug is on Express Scripts specialty drug list?
Answer: To verify that your prescription drug is on a specialty drug list, visit Express Script's website at Express-Scripts.com and click on the "Prescriptions" menu to "Price a Medication".

14) How can I find a specialty drug pharmacy?
Answer: To find a specialty drug pharmacy, visit Express-scripts.com or contact Customer Service:

Express Scripts Customer Service
(877) 554-3091
Express Scripts Website
https://www.express-scripts.com

15) How can I access the Exclusion list for medication?
Answer: You can find information related to medication exclusions by visiting Express-Scripts.com. We also have the exclusions list on the County website on the Human Resources webpage under the Medical tab www.co.imperial.ca.us. (*Please note that the exclusions list is subject to changes made by Express Scripts. Please visit Express-Scripts.com for the most up to date information*).

16) What if my current prescription is a Compound drug?
Answer: Certain compounds are covered under the plan. However, one of the requirements is that **all** of the ingredients must be covered in order for the prescription to process through the plan. Please call Express Scripts at (877) 554-3091 for questions related to your prescription.

17) I am interested in using the Express Scripts mail service pharmacy to refill my prescriptions. How do I get started?
Answer: To receive medication through the mail service pharmacy, you can register online at Express-Scripts.com, or by phone by calling (877) 554-3091 or by mail to provide the information required, including your name, shipping address, payment method and medication allergies. You will also need to send your prescription to the mail service pharmacy electronically, or by phone, fax or mail.

Please allow 10 to 14 days for your first prescription order to be shipped with no shipping fee.

Once your prescription is on file with the mail service pharmacy, you can order your refill prescriptions online at Express-Scripts.com or by phone at (877) 554-3091.

18) I am a new member; I have received prior authorization for a prescription from my previous carrier. Do I need to get authorization from Express Scripts in order to refill this prescription after my plan's effective date?
Answer: Yes, your prescribing physician will need to obtain prior authorization (for any medication for which Express Scripts requires such prior authorization) in order for your prescription to be covered on your plan's effective date. Contact Express Scripts at (877) 554-3091 for specific details.

19) How can you Manage costs if a medication is not on the Formulary list?
Answer: Express Scripts recommends that members and their physicians refer to the formulary list when a new medication is being prescribed. In doing so, members are likely to find cost savings by utilizing a preferred alternative medication. If there is a need for prior authorization, the member and their prescribing physician will need to follow the Formulary Exception Process. This process is outlined below for your reference.

20) My medication requires a special exception, what do I need to do?
Answer: In the case that a medication being prescribed requires a special exception, the member and their prescribing physician will need to follow the Formulary Exception Process. The Formulary Exception Process is outlined below:
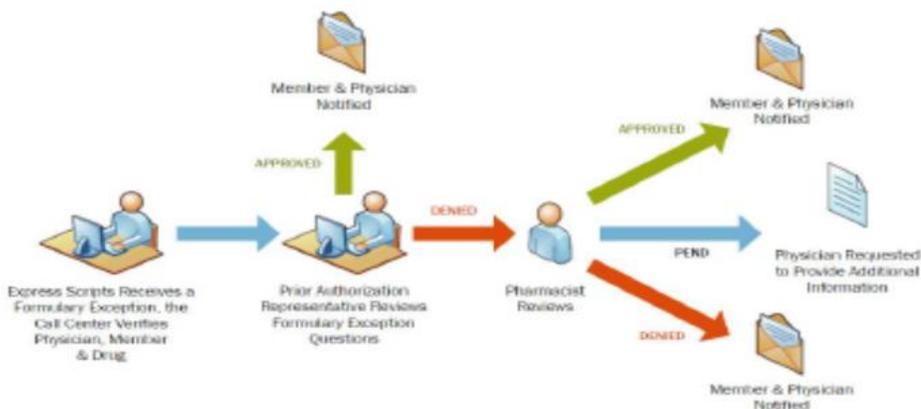
In the case where a formulary exception is being requested, members should consider the following:

• Members and their physicians should consider switching to preferred alternatives.

• Medication that are not covered are non-preferred on the plan's formulary list. If an exception is granted the member still needs to pay the plan's non-preferred tier copayment.

• Whether or not the member has tried a preferred alternative will be a key factor in determining a formulary exception.

• Only physicians can provide the information needed to complete a formulary exception review.

•Formulary exceptions are special, rare cases. There are preferred alternatives for every excluded product.

For all other questions, please contact Express Scripts Customer Service or the Human Resources Department:

Express Scripts Customer Service
(877) 554-3091

Human Resources & Risk Management
(442)-265-1148