



Transitioning to Express Scripts Frequently Asked Questions

CONTENTS

GENERAL INFORMATION	1
WELCOME MATERIALS	1
PHARMACY COVERAGE	2
HOME DELIVERY	3
SPECIALTY MEDICATIONS	4
PRIOR AUTHORIZATIONS	5
DRUG QUANTITY MANAGEMENT	5
EXPRESS SCRIPTS' WEBSITE AND MOBILE APP	5
PRIVACY INFORMATION	6

GENERAL INFORMATION

Express Scripts, the company chosen by Henrico County, will manage your retail and home delivery prescription benefit for the Standard POS, Premier POS and Out-of-Area PPO plans.

Q: What is the Express Scripts Member Services phone number and what are the hours of operation?

A: Express Scripts Member Services is available 24 hours per day, 7 days per week and can be reached at 866-505-6162.

WELCOME MATERIALS

Q: Will there be new member ID cards?

A: No, you will not receive a new member ID card. (Please note that the member ID card will cover all your dependents. Separate ID cards for dependents will not be issued.) Please show your member ID card to your pharmacist when filling a prescription for yourself or a covered family member. You'll also be able to access your member ID card anytime from your mobile device if you download the Express Scripts® mobile app.

A convenient feature on express-scripts.com allows you to print a temporary member ID card for use at a participating retail pharmacy. The temporary card isn't intended to replace your member ID card. If you need to order a permanent replacement card or additional cards for your dependents, please contact Member Services toll-free at 866-505-6162.

Q: What if I don't receive my member ID card?

A: If you haven't received your Express Scripts member ID card, request a new card by calling Member Services at 866-505-6162 or download the Express Scripts mobile app and access your digital ID card.

PHARMACY COVERAGE

Q: Will the \$150 individual/\$150 family prescription drug deductible still apply?

A: Yes, the deductible will be the same.

Q: How can I make the most of my prescription plan?

A: The following will help to maximize your prescription plan:

- Use FDA-approved generic drugs whenever possible.
- If you are taking a brand-name drug that is **not** on your plan's preferred drug list (or formulary), ask your doctor if a preferred brand drug or a generic would be right for you.
- You have two ways to get up to a 90-day supply of your long-term maintenance medication (those drugs you take regularly for ongoing conditions). You can conveniently fill those prescriptions either through home delivery from Express Scripts PharmacySM or at a retail pharmacy within your network that can dispense a 90-day supply. Your cost for generic and formulary brand medications will be lower if filled through home delivery from Express Scripts PharmacySM than if filled at a retail pharmacy.
- Use participating local pharmacies 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.

Q: How can I calculate my out-of-pocket cost for a preferred or a non-preferred drug?

A: There is a tool on express-scripts.com called "Price a Medication" that will help you calculate the estimated cost of a prescription drug. Register and log in at express-scripts.com and click on "Price a Medication" in the menu under "Prescriptions." You can also download the **Express Scripts mobile app**; search for "Express Scripts" in your mobile device's app store and download it for free. Then click on "Price a Medication" in the menu and look up the medication name to compare with a generic equivalent if available. You can also compare home delivery and retail pharmacy costs and view coverage information and formulary alternatives.

Note: The "Price a Medication" calculator does not imply a guarantee of coverage as covered products or categories are subject to individual plan restrictions and/or limitations. The "Price a Medication" tool displays cost and coverage information for the current calendar year.

Q: Are generics safe?

A: Yes. FDA-approved generic drugs—like brand-name drugs—must meet the same standards of quality and purity established by the U.S. Food and Drug Administration (FDA) to help ensure their safety and effectiveness, and generics usually cost less. Generic versions approved by the FDA have the same active ingredients as their brand-name counterparts and they are equal in strength and dosage. Sometimes, drug manufacturers use different inactive ingredients, such as fillers and dyes, which may affect a generic drug's shape, color, size or taste.

Q: Why should I consider generics or preferred brand-name drugs?

A: You may save money by taking generics or preferred brand-name drugs, because they usually cost

less under your plan than non-preferred brand-name drugs. Many new generics have become available over the past year. If you're taking a non-preferred drug, ask your doctor if a lower-cost generic or preferred brand drug would be the right option for you.

Q: How do I know if my medication is covered or if there is a generic equivalent?

A: To find coverage and pricing details or if your medication has a generic equivalent, register and log in at express-scripts.com. Then, choose "Price a Medication" from the menu under "Prescriptions." After you look up a medication's name, click the link on the results page to view coverage information. Or, you can contact Member Services at 866-505-6162. You can also download the **Express Scripts mobile app**; search for "Express Scripts" in your mobile device's app store and download it for free. Then click on "Price a Medication" in the menu and look up the medication name to check if your medication is covered, You can also compare your medication with a generic equivalent (if available), compare home delivery and retail pharmacy costs and view coverage information and formulary alternatives.

Q: How do I know which drugs are preferred?

A: Your preferred drug list contains thousands of commonly prescribed drugs. To see if a medication is covered on your current drug list, log on at Express-Scripts.com and select "Price a Medication" from the drop-down menu under "Manage Prescriptions." If your drug is not preferred, talk with your doctor to identify an appropriate alternative that will effectively treat your condition. You can also download the **Express Scripts mobile app**; search for "Express Scripts" in your mobile device's app store and download it for free. Then click on "Price a Medication" in the menu and look up the medication name to compare your medication with a generic equivalent (if available). You can also compare home delivery and retail pharmacy costs and view coverage information and formulary alternatives.

HOME DELIVERY

Q: What is *Express Scripts Pharmacy*SM?

A: **Express Scripts Pharmacy** is a home delivery service available as part of your **Henrico County** prescription plan. With Express Scripts home delivery, you could save when you fill up to a 90-day supply of your long-term prescriptions.

Q: How can I start using Express Scripts Pharmacy?

A: To get started using Express Scripts Pharmacy for medications you take on an ongoing basis, have your prescriber e-prescribe a prescription and send it to Express Scripts Pharmacy.

- Mail your prescription(s) along with the required copayment/coinsurance in the envelope provided with your Welcome Package.
- Call Express Scripts Member Services toll-free at 866-505-6162. You will need to have your member ID number handy when you call.
- Register and log in at express-scripts.com to order your prescription refills and renewals.
- Use the Express Scripts mobile app to transfer your prescription.

Q: Is there an additional charge for shipping and handling with home delivery?

A: Medications are shipped via standard service at no cost to you. Express shipping is also available for an additional fee.

Q: How soon will I receive my home delivery prescription? And how can I check the status of my prescription order?

A: Please allow 8 business days from the day you mail in your prescription. Then, orders are usually processed and mailed within 48 hours of receipt. You can always check on the status of your order by logging in at express-scripts.com or you can call Member Services and use the automated system. If you're a first-time visitor to the website, take a moment to register with your member ID number. You can also download the **Express Scripts mobile app**; search for "Express Scripts" in your mobile device's app store and download it for free. Then click on "Recent Orders" in the menu to view when your order was shipped.

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

A: You can pay by credit or debit card, electronic checking, money order, MasterPass or PayPal. 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 by enrolling online. **If you currently use a credit card for your home delivery prescriptions, you'll need to contact Express Scripts with your credit card information because this information can't be transferred by your current home delivery pharmacy.**

When you pay for home delivery prescriptions by electronic checking, your copayment/coinsurance is 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 noted in the prescription information that accompanies your order.)

You can also provide your payment preference by logging in at express-scripts.com and selecting "Payment Methods" from the menu under "Account." Then click "Edit information" to input your payment information.

Millions of people take advantage of the savings and convenience of home delivery pharmacy services from Express Scripts; so can you. You can contact **Express Scripts at 866-505-6162** or express-scripts.com/Decide with your decision.

SPECIALTY MEDICATIONS

Q: What is a specialty medication?

A: Some prescription drugs are called "specialty medications." Specialty medications are used to treat complex, chronic health conditions, such as multiple sclerosis or rheumatoid arthritis. These medications usually have to be stored or handled in special ways.

Q: Is there an extra cost to use Accredo's services?

A: No. Accredo is part of your prescription plan.

Q: Can I order all my medications from Accredo?

A: No. Accredo dispenses only specialty medications.

Q: Is there a different number I should call with questions about Accredo services?

A: Yes. 800-803-2523.

PRIOR AUTHORIZATIONS

Q: What is a coverage review or prior authorization?

A: Your plan uses coverage management programs to help ensure you receive the prescription drugs you need at a reasonable cost. Coverage management programs include prior authorization, step therapy and quantity management. Each program is administered by Express Scripts to determine whether your use of certain medications meets your 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.

If your prescription requires prior authorization, you or your doctor can initiate the prior authorization review by visiting the Express Scripts online portal at esrx.com/PA or by calling Express Scripts at 800-753-2851. Express Scripts will inform you and your doctor in writing of the coverage decision.

DRUG QUANTITY MANAGEMENT

Q: What Is Drug Quantity Management?

A: The Drug Quantity Management program manages prescription costs by ensuring that the amount supplied for each prescription is consistent with clinical dosing guidelines. The program is designed to support safe, effective, and economic use of drugs while giving you access to quality care.

Certain medications are included in this program. For these medications, you can receive an amount to last you a certain number of days: for instance, the program could provide a maximum of 30 pills for a medication you take once a day. This gives you the right amount to take the daily dose considered safe and effective, according to manufacturer-recommended guidelines and medical literature.

EXPRESS SCRIPTS' WEBSITE AND MOBILE APP

Q: How do I register with the Express Scripts website?

A: You can log in and register at express-scripts.com. You will be asked to provide your member ID number and email address.

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

A: On express-scripts.com you can...

- Get information about your plan.
- Find participating retail pharmacies near you.
- See how much certain medications will cost.
- Order a new ID card.
- Check order status.
- Refill and renew home delivery prescriptions.
- Receive timely medication alerts.
- Find available lower-cost medication options.
- Ask questions of a pharmacist online.

Q: How do I download the Express Scripts mobile app?

A: Visit your mobile device app store, search for “**Express Scripts**” and download it for free. Register or log in using the same user name and password you created if you already registered via express-scripts.com.

Q: What can I do on the Express Scripts mobile app?

A: 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. You can also get personalized alerts, check for lower-cost prescription options available under your plan and display a virtual member ID card that you can present at the pharmacy. The Express Scripts mobile app features include:

- Access your digital member ID card
- Price a medication comparisons between retail pharmacies and Express Scripts Pharmacy
- Locate a pharmacy near you
- Refill and renew your home delivery prescriptions
- Setup automatic refill
- Track the status of your home delivery orders
- Transfer prescriptions to home delivery
- See your past prescription activity
- Pay outstanding balances and obtain historical invoice summaries and invoice detail
- Compile information for tax purpose

PRIVACY INFORMATION

Q: Who has access to my prescription information?

A: Express Scripts has a strong commitment to your privacy. Express Scripts has established effective administrative and technical safeguards to protect the confidentiality of your prescriptions and other information and to secure this information from unauthorized or improper access, disclosure or use. In addition, Express Scripts does not sell individually identifiable information nor lists of members and their covered dependents to outside companies for solicitation or marketing purposes.

¹ The medications affected by this plan limit may change. To find out whether your medication’s price is affected by these plan limits, log in to express-scripts.com and select “Price a Medication” in the “Prescriptions” menu. After selecting your medication, click the link on the results page to view coverage information. If you are a first-time visitor to our website, please take a moment to register and have your member ID number handy. If the cost of a medication at a retail pharmacy is lower than your plan’s retail copayment/ coinsurance, you will not pay more than the retail pharmacy’s cash price, regardless of the number of times you purchase the prescription. In some cases, this price may be less than either your standard retail or mail copayment/coinsurance.