



Transitioning to Express Scripts - Frequently Asked Questions

We're pleased to announce that, beginning January 1, 2017, CSRA's prescription plan will be managed by Express Scripts.

With Express Scripts, you'll have access to:

- **Convenient home delivery services through the Express Scripts PharmacySM.** You'll be able to have up to a 90-day supply of long-term medicine delivered directly to you for one home delivery copayment. A long-term medicine is one that is taken for 3 months or more, to treat an ongoing condition, such as high blood pressure, high cholesterol or diabetes.
- **A large network of participating retail pharmacies.** Visit our website, Express-Scripts.com, or call Member Services toll-free at 855.778.1427 to access the interactive pharmacy locator
- **Helpful resources on Express-Scripts.com.** Beginning January 1, 2017, you can register at Express-Scripts.com where you will find helpful resources, including the ability to order prescription refills and renewals; check order status; compare medication costs to find potential lower-cost options under your plan; receive timely medication-related safety alerts; check claims, balances and make payments; obtain forms and much more. Be sure to have the member ID number from your Express Scripts ID card handy.
- **Stay on track with the help of the Express Scripts Mobile App.** Beginning January 1, 2017, you can download it free from your mobile app store. From anywhere, anytime, you can check order status; refill and renew orders; locate a pharmacy and get directions; check drug interactions; set up medication alerts; access your virtual member ID card and much more.
- **Express Scripts Member Services representatives.** Our representatives are available 24 hours a day, 7 days a week, to assist with questions about your benefit or orders.
- **Specialist Pharmacists.** Express Scripts Specialist Pharmacists have expertise in the long-term medicines used to treat diabetes, heart disease, high cholesterol, high blood pressure, asthma, arthritis, migraines, depression, cancer and women's health conditions. Beginning January 1, 2017, they can answer your medicine questions, help you avoid drug interactions and even help you and your doctor identify potential prescription savings.

With home delivery from the Express Scripts Pharmacy, you can save money *and* have your medicines mailed directly to you. If you have remaining refills with your current home delivery pharmacy, **you will need to get a new prescription** to start using the Express Scripts Pharmacy. See the question below for information on how to get started using the Express Scripts Pharmacy.

Answers to your questions

Q: How can I start using the Express Scripts Pharmacy home delivery service?

A: To get started using the Express Scripts Pharmacy for medications you take on an ongoing basis, ask your doctor for a prescription for up to a 90-day supply, plus refills for up to 1 year (as appropriate). To fill the prescription, you may:

- Mail your prescription(s) along with the required copayment in the envelope provided with your Welcome Package.

- Ask your doctor to send the prescription electronically or to call 888.327.9791 for instructions on how to fax the prescription. Your doctor must have your member ID number (which is on your member ID card) to fax your prescription.

Or you may ask to have your retail prescription transferred to the home delivery pharmacy on the Express Scripts website. You will need to register first at Express-Scripts.com.

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

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

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

A: To find coverage and pricing details online, and to find out if your medication has a generic equivalent, beginning January 1, 2017 sign in at Express-Scripts.com and select “Price a Medication” from the drop-down menu under “Manage Prescriptions.” After you look up a medication’s name, click “View coverage notes.” Or you can contact Member Services.

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

A: Orders are usually processed and mailed within 48 hours of receipt. Please allow 8 days from the day you mail in your prescription. Beginning January 1, 2017, you can check on the status of your order by logging in to Express-Scripts.com and selecting “Check Order Status” from the drop-down menu under “Manage Prescriptions.” Or you can call Member Services and use the automated system. If you’re a first-time visitor, take a moment to register. Have your member ID number handy.

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

A: You can pay by check, e-check (see below for additional information), money order or credit card. 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, beginning January 1, 2017. If you currently use a credit card for your home delivery prescriptions, you’ll need to contact Express Scripts with your credit card information, as this information can’t be transferred.

E-check is another term for electronic fund transfer. When you pay for home delivery prescriptions with e-check, your copayments are conveniently deducted from your checking account. The amount that is being deducted will be included in the prescription information that accompanies your order.

Q: How do I find a participating retail pharmacy?

A: You can visit our website, Express-Scripts.com/csra now, or call Member Services toll-free at 855.778.1427 to access the interactive pharmacy locator.

Beginning January 1, 2017, you can visit www.Express-Scripts.com to access the interactive pharmacy locator. At that time, you will be asked for your member ID number and the area where you want to locate a pharmacy.

Q: What happens if I go to a pharmacy that is not in the Express Scripts network?

A: If you go to a pharmacy that is outside the Express Scripts network, your medication **will not** be covered, you will need to fill out a claim form to be reimbursed for the amount a participating retail pharmacy would have charged, minus your copayment. There are nearly 60,000 pharmacies that participate in the Express Scripts network.

Q: What if I don’t get my ID card in time or need additional cards?

A: You can use your phone to display a virtual ID card that you can show at the pharmacy when you download the Express Scripts mobile app. It’s available to anyone with an iPhone®, Android™ Windows Phone or Blackberry®. Go to your smartphone’s app store, search for “Express Scripts” and download it for free beginning January 1, 2017. After downloading the app, you just need to create a user name and password. With the app you can:

- Quickly and easily manage your home delivery prescriptions – refill and renew them.
- Track your home delivery prescription orders.
- Look up potential lower-cost prescription options available under your plan and discuss them with your doctor – even while you’re still in the doctor’s office.
- Review your personalized alerts to help ensure that you are following your treatment plan as prescribed by your doctor.
- View your medicines and set reminders for when to take them or to notify you when you are running low. Get personalized alerts if there’s a possible health risk related to your medicines.
- You can also add over-the-counter medicines, vitamins, and supplements to check for possible interactions with your prescriptions.