



EXPRESS SCRIPTS®

## Express Scripts Frequently Asked Questions

**Welcome to Express Scripts.** Here you will find answers to frequently asked questions about your **Booz Allen Hamilton** prescription benefit plan that is managed by Express Scripts. Express Scripts looks forward to putting its clinical experience and state-of-the-art technology to work for you.

With Express Scripts, you'll have access to:

- **A large network of participating retail pharmacies.** Express Scripts has a network of nearly 60,000 independent and chain pharmacies nationwide. Prior to **January 1, 2015** use the following link [www.express-scripts.com/boozallenhamilton](http://www.express-scripts.com/boozallenhamilton) to locate a network pharmacy. Beginning **January 1, 2015** visit us at [www.Express-Scripts.com](http://www.Express-Scripts.com).
- **Convenient Home Delivery services through the Express Scripts Pharmacy<sup>SM</sup>.** You'll be able to have up to a **90** day supply of most maintenance medications delivered directly to you. Maintenance medications are those taken to treat an ongoing condition, such as high blood pressure, high cholesterol or diabetes.
- **Specialist pharmacists, who each have expertise in the medications that treat a single condition, such as high blood pressure, asthma, diabetes or cancer.** Specialist pharmacists at Express Scripts can answer your questions about how your medications work with each other and how to make them work best for you. Since they know how your plan works, specialist pharmacists can also advise you on potentially reducing your medication costs
- **Helpful resources on the Express Scripts website, [www.Express-Scripts.com](http://www.Express-Scripts.com).** Current members\* can view online resources to allow you to:
  - Order prescription refills, renewals and check your order status
  - Transfer retail prescriptions to Home Delivery for convenience and potential savings
  - Enroll in Worry-Free Fills to conveniently receive Home Delivery medication automatically
  - Discover possible ways to save money on medications, such as using generics and Home Delivery
  - Receive time-sensitive medication-related alerts on your personalized pharmacy care profile
  - Look up information about your medications and your prescription drug benefit
  - Ask a pharmacist questions anytime, day or night
  - View a financial summary of your prescription expenses, especially valuable at tax time
  - Review your prescription history to share with your doctor

**Note:** New members\* will be able to access all the online resources found on [www.Express-Scripts.com](http://www.Express-Scripts.com) after January 1, 2015.

\*See next page for definition of current and new members.

## CURRENT AND NEW MEMBERS – DEFINITIONS

**Q1: This document makes references to current and new members. How do I know which category applies to me?**

A: Current and new member refers to whether you have prescription drug coverage through Booz Allen's Express Scripts program in 2014 and if you plan to have prescription drug coverage through Booz Allen's Express Scripts program in 2015. Specifically:

- **Current members:** If your Booz Allen prescription drug coverage in **2014** is through Express Scripts, **and** you enroll in Booz Allen Aetna, Innovation Health or CareFirst plans starting on **January 1, 2015**, your pharmacy coverage will continue to be administered by Express Scripts. Therefore you are considered a current (or existing) Express Scripts member in 2015.
- **New members:** If your Booz Allen prescription drug coverage in **2014** is not provided by Express Scripts, **and** will be administered by Express Scripts beginning **January 1, 2015**, you are considered a new member. For example, if you are enrolled in Booz Allen's CareFirst plan in 2014, your prescription drug coverage is not provided by Express Scripts. Starting in 2015, prescription drug coverage for Booz Allen's CareFirst plan will be administered by Express Scripts. Therefore if you continue your CareFirst plan in 2015 you will be a new Express Scripts member.

You are also considered a **new member** if your prescription drug coverage in 2014 is not provided by Booz Allen, and you plan to enroll in Booz Allen's Express Scripts prescription drug program effective **January 1, 2015**. For example, if your 2014 prescription drug coverage is through your spouse who is not a Booz Allen employee, **and** you enroll in Booz Allen's Aetna, Innovation Health or CareFirst plans effective **January 1, 2015**, you are considered a new Express Scripts member in 2015.

## Frequently Asked Questions

This document will address the most common questions asked regarding prescription benefits to Express Scripts.

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## GENERAL INFORMATION

**Q2: What is the Express Scripts Customer Service phone number and what are the hours of operation?**

**A:** Express Scripts Customer Service is available 24 hours per day, 7 days per week and can be reached at **(866) 251-4588.**

## WELCOME MATERIALS

**Q3: Will there be new member ID cards?**

**A:** Yes, all members will receive a new ID card.

- **Current members** will receive a new member ID card in **December 2014**. (Please note that the member ID card will cover all your dependents. Separate ID cards for dependents will not be issued.) **Beginning January 1, 2015** please show your new 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 Smartphone if you download the Express Scripts Mobile App. See EXPRESS SCRIPTS' WEBSITE AND MOBILE APP section of this document for more information on Express Scripts' Mobile App.

You can also access a convenient feature on [www.Express-Scripts.com](http://www.Express-Scripts.com) that allows you to print a temporary prescription ID card for use at a participating retail pharmacy.

- **New members** will receive their new member ID card in their welcome package in **December 2014**. (Please note that the member ID card will cover all your dependents. Separate ID cards for dependents will not be issued.) **Beginning January 1, 2015** please show your new member ID card to your pharmacist when filling a prescription for yourself or a covered family member.

**Beginning January 1, 2015** you'll also be able to access your member ID card anytime from your Smartphone if you download the Express Scripts Mobile App. See EXPRESS SCRIPTS' WEBSITE AND MOBILE APP section of this document for more information on Express Scripts' Mobile App.

You can also access a convenient feature on [www.Express-Scripts.com](http://www.Express-Scripts.com) that allows you to print a temporary prescription ID card for use at a participating retail pharmacy.

The temporary card isn't intended to replace your retail prescription card. If you need to order a permanent replacement card, please contact Customer Service toll-free at **(866) 251-4588**.

**Q4: What if I don't receive my member ID card?**

**A:** If you haven't received your new Express Scripts member ID card by **January 1, 2015**, request a new card by calling Customer Service at **(866) 251-4588**. After January 1, 2015, you can also visit [www.Express-Scripts.com](http://www.Express-Scripts.com) and print a temporary prescription ID card. You can use your temporary prescription ID card until you receive your permanent card. Also, if you download the Express Scripts Mobile App to your Smartphone, you'll be able to access your Express Scripts ID card anytime.

## PHARMACY COVERAGE

**Q5: How do I maximize my prescription drug coverage benefits?**

**A:** The following will help to maximize your prescription drug coverage benefits:

- Use generic drugs whenever possible.
- If you are taking a brand-name drug that is **not** on your formulary, ask your doctor if a formulary drug or a generic would be right for you.
- Use your Home Delivery program for maintenance medications. Maintenance medications are prescription drugs that you take regularly to treat ongoing conditions like diabetes, high blood pressure and asthma. You can usually save time and money by using the Express Scripts Pharmacy to fill your maintenance medications.
- 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.

**Q6: How can I calculate my out-of-pocket cost for a preferred or a non-preferred drug?**

**A:** You can estimate your out-of-pocket costs by using "Price A Medication" tool found on [www.Express-Scripts.com](http://www.Express-Scripts.com).

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.

- **Current Members:** You can log on to [www.Express-Scripts.com](http://www.Express-Scripts.com) and click on "Price A Medication" link to find pricing and coverage information for both brand and generic medications at home delivery or through a retail pharmacy, based on the current calendar year prescription benefits. Once the current medication copay is displayed, click on "Plan pays" to view the current total cost of a medication. Or you can contact customer service at **(866) 251-4588**. If you

contact customer service, be sure to let them know you would like the total medication cost which is your current cost and the plan cost.

- **New Members:** If you are new to Express Scripts, you can use the tool by registering and logging on to [www.Express-Scripts.com](http://www.Express-Scripts.com) on or after **January 1, 2015**. Once you log on to Express-Scripts.com, click on the “Price A Medication” link to start using the tool. Or you can contact customer service at **(866) 251-4588**.

#### **Q7: Are generics safe?**

**A:** Yes. Generic drugs, like brand-name drugs, must meet established FDA standards of quality and purity to help ensure their safety and effectiveness, and they usually cost less. Generic versions 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 affect a drug’s shape, color, size or taste.

#### **Q8: 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 whether a lower-cost option would be right for you.

#### **Q9: How do I know whether my medication is covered or whether there is a generic equivalent?**

**A: Current Members:** You can look up coverage details online and find out if your medication has a generic equivalent by visiting [www.Express-Scripts.com](http://www.Express-Scripts.com). You can also contact customer service at **(866) 251-4588**.

**A. New Members:** Before **January 1, 2015**, please visit [www.express-scripts.com/boozallenhamilton](http://www.express-scripts.com/boozallenhamilton) or contact customer service by calling **(866) 251-4588**. Beginning **January 1, 2015**, you can look up coverage details and find out if your medication has a generic equivalent by registering and logging on to [www.Express-Scripts.com](http://www.Express-Scripts.com). You can also contact customer service at **(866) 251-4588**.

#### **Q10: Will there be changes to my plan’s list of preferred drugs?**

**A:** Yes, effective **January 1, 2015** your plan’s formulary (a list of preferred medications) will change. As a result, some preferred medications will become non-preferred, and vice versa.

**Prior to January 1, 2015**, current and new Express Scripts members can use the following link [www.express-scripts.com/boozallenhamilton](http://www.express-scripts.com/boozallenhamilton) to determine if a medication is on the Express Scripts formulary or contact customer service at **(866) 251-4588**.

**Beginning January 1, 2015** this information can be found on [www.Express-Scripts.com](http://www.Express-Scripts.com) or by calling customer service at **(866) 251-4588**. If you are new to Express Scripts, you will be able to register for [www.Express-Scripts.com](http://www.Express-Scripts.com) beginning **January 1, 2015**.

For more information on how to register and log on to [www.Express-Scripts.com](http://www.Express-Scripts.com) see EXPRESS SCRIPTS' WEBSITE AND MOBILE APP section of this document.

If you are taking a brand-name drug that is about to become non-preferred, you may want to talk to your doctor about a lower-cost option.

- **Preferred** (or formulary) medications are on the formulary and cost less than non-preferred medications. This list of drugs is determined based on the advice of pharmacists and a group of independent doctors.
- **Non-preferred** (or non-formulary) medications are not on your list of recommended drugs and may cost you more.

**Q11: What's the difference between preferred and non-preferred drugs?**

**A:** You will almost always have a lower copayment for preferred drugs. They will also save your plan money to keep your benefit affordable. Ask your doctor to consider prescribing a generic or preferred brand-name drug if he or she thinks it would be right for you.

**Q12: Is there a difference between a non-preferred drug and an excluded drug?**

**A:** Yes, an important difference. If you fill a prescription for a non-preferred drug, you will usually have a higher copayment than for a preferred drug. But if you try to fill a prescription for a drug that is excluded or not covered on your drug list, you may pay the full, non-discounted retail price. A section of your preferred drug list shows excluded drugs, along with preferred alternatives for each, which you and your doctor may consider.

**Q13: After January 1, 2015, how can I find out which drugs are preferred during the 2015 plan year?**

**A:** Your preferred drug list contains thousands of commonly prescribed drugs. If your drug is not preferred, talk with your doctor to identify an appropriate alternative that will effectively treat your condition.

- **Current Members:** Throughout 2015 plan year, you can log on to [www.Express-Scripts.com](http://www.Express-Scripts.com) to see if a medication is covered on your 2015 drug list. Once you log on to [www.Express-Scripts.com](http://www.Express-Scripts.com) starting on **January 1, 2015**, click on “Price A Medication” link.. Or you can contact customer service at **(866) 251-4588**.
- **New Members:** If you are new to Express Scripts, you can register and log on to [www.Express-Scripts.com](http://www.Express-Scripts.com) on or after **January 1, 2015**, to see if a medication is covered on your 2015 drug list. Once you register and log on to [www.Express-Scripts.com](http://www.Express-Scripts.com), click on “Price A Medication” link.. Or you can contact customer service at **(866) 251-4588** to find out if the medication you are taking is preferred.

## REFILL INFORMATION

### Q14: Will I need to transfer my prescription?

**A1. Retail Prescriptions:** You will only need to transfer your retail prescriptions if they are currently being filled by a pharmacy that is not in the Express Scripts network. Most major drugstores are in the Express Scripts pharmacy network, so you'll probably be able to continue using your current pharmacy. Contact customer service at **(866) 251-4588** to find out if the pharmacy you are using is in the Express Scripts network. You can also look up network pharmacies online:

- **Prior to January 1, 2015** use the following <http://www.express-scripts.com/boozallenhamilton> to locate a network pharmacy
- **Beginning January 1, 2015** visit us at [www.Express-Scripts.com](http://www.Express-Scripts.com). (*Note: Walgreens is not part of the Booz Allen Hamilton participating pharmacy network.*)

If you are a new Express Scripts member, be sure to show your new prescription drug ID card to the pharmacist beginning **January 1, 2015**.

**A2: Home Delivery Prescriptions:** If your current prescription is not being filled through Express Scripts Home Delivery, you will need to obtain a new prescription. To continue the convenience of having your prescriptions delivered, there are two ways to get started with Express Scripts Home Delivery.

#### By Mail:

- **Current Members:** Mail in the Home Delivery order form which you can access online at [www.Express-Scripts.com](http://www.Express-Scripts.com). Don't forget to include your 90-day prescription and payment. Contact customer service at **(866) 251-4588** if you need help calculating your payment or assistance with the Home Delivery order form.
- **New Members:** Members new to Express Scripts will be able to set up Home Delivery on or after **January 1, 2015**. Your Express Scripts Welcome Kit will include a Home Delivery order form used to set up Express Scripts Home Delivery. You will receive your Welcome Kit by mid to late December 2014. Don't forget to include your 90-day prescription and payment with your completed form. Contact customer service at **(866) 251-4588** if you need help calculating your payment or assistance with the Home Delivery order form.  
You will also be able to access the Home Delivery order form online at [www.Express-Scripts.com](http://www.Express-Scripts.com) once you register and log in to the website after **January 1, 2015**.

**By Phone:**

- **Current Members:** Contact customer service at **(866) 251-4588** and we'll do the work for you.
- **New Members:** Contact customer service at **(866) 251-4588** on or after **January 1, 2015** to assist you in transferring your prescriptions. You will also find that number on the back of your Express Scripts ID card that will be included in your Welcome Kit. You'll be receiving your Welcome Kit mid to late December 2014.

**Q15: I will be new to Express Scripts on January 1, 2015 and I currently use a specialty medication that I get through the mail. How do I continue to fill my specialty prescription?**

**A:** You and your doctor will work together to help you continue to fill your specialty prescription. Be sure to ask your doctor for a new prescription and don't forget to provide your doctor with your Express Scripts ID number shown on your member ID card. Your member ID card will be included in your Welcome Kit that will be mailed to you mid to late December 2014.

Starting on **January 1, 2015**, your doctor can either call customer service at **(866) 251-4588** or Accredo Specialty Pharmacy customer service at **(800) 501-7210** Monday through Friday, 8 a.m. to 8 p.m. EST to fax your prescription to Accredo Specialty Pharmacy. **Only your doctor can fax prescriptions.** An Accredo Specialty Pharmacy patient-care representative will work with your doctor to help make the transition smooth for you and will call you back to arrange for delivery of your medications on a day that is convenient for you.

Contact **Accredo Specialty Pharmacy customer service at (800) 501-7210** Monday through Friday, 8 a.m. to 8 p.m. EST if you need help or have questions on how to continue filling your specialty prescription.

## **HOME DELIVERY**

**Q16: What is the Express Scripts Pharmacy Home Delivery service?**

**A:** The **Express Scripts Pharmacy Home Delivery** is a home delivery service available as part of your **Booz Allen Hamilton** prescription drug plan. With Express Scripts Home Delivery you'll save when you fill your long-term prescriptions for up to a 90 day supply. **(Note: Refer to "Exclusive Home Delivery for Maintenance Medications" section of this document for an important change in 2015)**

**Q17: 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 to write a prescription for up to a 90 day supply, plus refills for up to 1 year (as appropriate). To fill the prescription, you may:

**Current Members:** If you have a current prescription being filled at a retail pharmacy in the Express Scripts network, call Express Scripts customer service toll-free at **(866) 251-4588** and we'll do all the work for you. You will need to have your prescription number handy when you call.

To set up **Home Delivery** for a new prescription **current members** can:

- **Mail** in the Home Delivery order form which you can access online at [www.Express-Scripts.com](http://www.Express-Scripts.com) or contact customer service at **(866) 251-4588**. Don't forget to include your 90-day prescription and payment. Contact customer service at **(866) 251-4588** if you need help calculating your payment or assistance with the Home Delivery order form.
- Order through the Express Scripts **website** at [www.Express-Scripts.com](http://www.Express-Scripts.com) or contact **customer service** at **(866) 251-4588**.

**New Members:** If you have a prescription currently being filled at a retail pharmacy in the Express Scripts network, call Express Scripts customer service toll-free at **(866) 251-4588** and we'll do all the work for you. You will need to have your prescription number handy when you call.

New members can set up Home Delivery for new prescription beginning on **January 1, 2015**. To set up **Home Delivery** for a new prescription after **January 1, 2015, new members** can:

- **Mail** in the Home Delivery order form that will be included in your Express Scripts Welcome Kit. The Welcome Kit will be mailed to you by mid to late December 2014. Don't forget to include your 90-day prescription and payment. Contact customer service at **(866) 251-4588** if you need help calculating your payment or assistance with the Home Delivery order form.

You will also be able to access the Home Delivery order form online at [www.Express-Scripts.com](http://www.Express-Scripts.com) after **January 1, 2015** once you register and log in to the website.

- You will be able to set up Home Delivery through the Express Scripts **website** on or after **January 1, 2015** by registering and logging on at [www.Express-Scripts.com](http://www.Express-Scripts.com) or by contacting **customer service** at **(866) 251-4588**.

**Q18: 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.

**Q19: 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. If you are new to Express Scripts you can check on the status of your order by logging on to <http://www.Express-Scripts.com>. Or you can call Customer Service at **(866) 251-4588** and use the automated system. If you're a first-time visitor to the website, take a moment to register. Have your member ID number handy.

**Q20: How do I pay for my Home Delivery prescriptions?**

**A:** You can pay by check, e-check (see below for additional information), money order, credit card or HSA card. If you prefer to use a credit card, you have the option of joining Express Scripts' automatic payment program by calling 1-800-948-8779 or by enrolling online at [www.Express-Scripts.com](http://www.Express-Scripts.com). Note: members new to Express-Scripts will be able to register for the website after **January 1, 2015**.

E-check is another term for electronic fund transfer. When you pay for Home Delivery prescriptions with e-check, your payments are 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 included in the prescription information that accompanies your order.)

## EXCLUSIVE HOME DELIVERY FOR MAINTENANCE MEDICATIONS

**Q21: What is Exclusive Home Delivery?**

**A:** If you take maintenance medications, such as those used to treat high blood pressure or high cholesterol, you'll soon need to make an important decision on where you fill that prescription.

**Beginning January 1, 2015, under the Booz Allen Hamilton plan, you'll pay the entire cost for a maintenance medication at a retail pharmacy after two (2) Retail Fills.**

To avoid higher costs, take advantage of the savings and convenience of Home Delivery pharmacy services from Express Scripts. Don't wait until costs go up. With Home Delivery, you could start saving right now. Refer to the HOME DELIVERY section of this document to learn how to fill your prescriptions via Express Scripts Home Delivery.

## SPECIALTY MEDICATIONS

**Q22: What is a Specialty Medication?**

**A:** Some prescription drugs are called "specialty medications." Specialty medications are used to treat complex, chronic health conditions like Multiple Sclerosis or Rheumatoid Arthritis. These medications usually have to be stored or handled in special ways.

Under your Pharmacy Program with Express Scripts, specialty medications are handled by Accredo Specialty Pharmacy.

**Q23: Is there an extra cost to use Accredo Specialty Pharmacy services for my Specialty Medication?**

**A:** No. Accredo Specialty Pharmacy is part of your prescription drug benefit.

**Q24: Can I order all my medications from Accredo Specialty Pharmacy?**

**A:** No. Accredo Specialty Pharmacy dispenses only specialty medications.

## COVERAGE REVIEW AND PRIOR AUTHORIZATIONS

**Q25: What is a coverage review or prior authorization?**

**A:** Your prescription coverage uses 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 duration. 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.

**Current and New members:** On or after **January 1, 2015**, if your prescription requires prior authorization, you or your doctor can initiate the prior authorization review by calling Express Scripts at **1-800-753-2851**. Express Scripts will inform you and your doctor in writing of the coverage decision.

**Q26: I am currently with CareFirst and will be new to Express Scripts, will my Prior Authorization (PA) information transfer to Express Scripts?**

**A:** Your Prior Authorization (PA) records will be entered into the Express Scripts system, unless they have recently expired. If the PA is no longer valid, your doctor can submit a request for a new PA **on or after January 1, 2015** by calling Express Scripts at 1-800-753-2851.

**Q27: Can I find if a medication may need a coverage review?**

**A: Current Members:** Starting **January 1, 2015**, you can log on to [www.Express-Scripts.com](http://www.Express-Scripts.com) and use the "Price A Medication" feature. After you look up a medication's name, click "View coverage notes." Or you can call customer service at **(866) 251-4588**.

**New Members:** Starting **January 1, 2015**, you can register at [www.Express-Scripts.com](http://www.Express-Scripts.com) and use the "Price A Medication" feature. After you look up a medication's name, click "View coverage notes." Or you can call customer service at **(866) 251-4588**.

## STEP THERAPY

### Q28: What Is Step Therapy?

**A:** Step Therapy is a program especially for people who take prescription drugs regularly to treat an ongoing medical condition, such as arthritis, asthma or high blood pressure. The program helps you get the prescription drugs you need, with safety, cost and – most importantly – your health in mind.

In Step Therapy, prescription drugs are grouped in categories, based on cost:

- **Front-line drugs** – the first step – are lower cost drugs that are proven safe, effective and affordable. These medications should be tried first because they can provide the same health benefit as more expensive medications, at a lower cost. To receive a front-line drug, ask your pharmacist to call your doctor and request a new prescription or contact your doctor to get a new prescription.
- **Back-up drugs** – Step 2 and Step 3 drugs – are brand-name drugs. There are lower-cost brand drugs (Step 2) and higher-cost brand drugs (Step 3). Back-up drugs almost always cost more than lower cost alternatives.

### Q29: What if I have been through the step therapy process for a medication I am taking? Will I need to go through the process again?

**A:** It depends on your unique circumstances. Generally:

- **Current members:** if you've been through the step therapy process under Booz Allen's Express Scripts program for a specific medication prior to January 1, 2015, you will not need to go through the process again.
- **CareFirst members who will be new to Express Scripts:** Your complete medication history will be transitioned into Express Scripts systems by January 15, 2015. You may not be required to go through the process if you have already done so, as long as you continue to fill your medication regularly. If you have not gone through the step therapy process you will need to contact your doctor to get a new prescription.
- **New members (non-CareFirst):** If you are a new member and do not currently have your pharmacy coverage through Booz Allen's CareFirst plan, you will need to go through the step therapy process again.

## DRUG QUANTITY MANAGEMENT

### Q30: What Is Drug Quantity Management?

**A:** Drug Quantity Management (DQM) is a program in your pharmacy benefit that's designed to make the use of prescription drugs safer and more affordable. It provides you with medications you need for your good health while making sure you receive them in the quantity considered safe.

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 guidelines from the FDA.

## EXPRESS SCRIPTS' WEBSITE AND MOBILE APP

### Q31: How do I register with the Express Scripts website?

**A: Current members:** Visit [www.Express-Scripts.com](http://www.Express-Scripts.com) and use your Express Scripts ID number, found on your ID card, to register. You will also need your email address to complete the registration.

**New members:** If you are new to Express Scripts, beginning **January 1, 2015** visit [www.Express-Scripts.com](http://www.Express-Scripts.com) to register. You will be asked to provide your Express Scripts ID number, found on your ID card, and your email address. Your ID card will be included in the Express Scripts Welcome Kit that will be mailed to you mid to late December 2014.

### Q32: What can I do on the Express Scripts website?

**A:** Use Express Scripts website, [www.Express-Scripts.com](http://www.Express-Scripts.com), to get information about your plan, find participating retail pharmacies near you and see how much certain medications will cost. Visit the website to quickly refill Home Delivery prescriptions online, receive timely medication alerts, find potential lower-cost options available under your plan and ask questions of a pharmacist online.

- **Current members:** Simply log-on to [www.Express-Scripts.com](http://www.Express-Scripts.com) to begin using the website.
- **New members:** If you are new to Express Scripts, you'll be able to register for the website beginning **January 1, 2015**.

### Q33: What can I do on the Express Scripts Mobile App?

**A:** You can use Express Scripts' Mobile 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.

- **Current members:** Visit your Smartphone's or tablet's market or store and search for “**Express Scripts**”. The app is free to download and use.
- **New members:** You'll be able to download and use the free app beginning on **January 1, 2015** by visiting your Smartphone's or tablet's market or store.

## PRIVACY INFORMATION

### **Q34: 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.