



What should I do if my medication is unavailable?

Occasionally, medications may be in short supply. If your local pharmacy is out of stock, consider these recommended steps:

- Ask your pharmacist if they can direct you to another pharmacy that can fill your prescription, or use this website's Locate a Pharmacy tool to contact other pharmacies in your network directly.
- You may consider moving your prescription to a home delivery pharmacy. Not all medications are available through all home delivery pharmacies.
 - **Amazon Pharmacy:** You can get a 3-month supply of your long-term medication at Amazon Pharmacy. Visit www.amazon.com/amazonemployees.com to get started.
 - **Express Scripts® Pharmacy** home delivery: Call Member Services at 844.626.9387 to confirm your medication is in stock. Ask for assistance getting started with home delivery to obtain a 3-month supply.
- Speak with your healthcare provider to determine whether an alternative therapy is appropriate.

If you have any other questions, please call 844.626.9387 for 24/7 support.