

Eaton Corporation

Prescription Benefits Managed by Express Scripts

Member Services: **1-800-792-9596**

Member Website: **Navigate to Express Scripts through EatonBenefits.com**

FREQUENTLY ASKED QUESTIONS

1. Who is Express Scripts?

Express Scripts is the pharmacy benefit manager that Eaton chose to administer your prescription drug benefit. **Express Scripts administers the prescription benefit for all medical plans for Eaton.**

2. If I am new to the Eaton Medical Plan, will I need a new prescription from my doctor to receive medications by mail from the home delivery service?

Yes.

3. Is there a formulary?

Yes. A formulary is a list of medications that may be covered under your prescription drug plan. This list was reviewed by an independent group of practicing doctors and pharmacists, and it contains medications made by most pharmaceutical manufacturers. It includes medications for many covered conditions.

4. How often will the formulary managed by Express Scripts change?

On an annual basis, Express Scripts' Pharmacy and Therapeutics Committee reviews the formulary for clinical effectiveness, safety, cost and availability of generic equivalents.

5. How can I tell if my medication is covered, if it requires prior authorization, or determine my copayment amount?

If you have a mobile device, you can download the Express Scripts mobile app for free. Using the mobile app allows you to find this information on the go, including in your doctor's office. You can also get coverage and pricing information by visiting Express-Scripts.com. Once on the website, click "Price a medication." While there, click "My Rx Choices®" to find out whether there are potential lower-cost alternatives to your medications. If you prefer to call for any of this information, contact Express Scripts Member Services.

If a deductible applies to your drug, please note that the price provided will be based on whether or not you have met your deductible at that time. As a result, it is possible the pricing for a medication could vary from one date to another.

6. What are "maintenance medications" and should I order them through home delivery or a retail pharmacy?

Maintenance medications are those taken on a long-term basis to treat ongoing conditions such as high blood pressure, high cholesterol, or asthma. You will typically save the most when you order them through home delivery and you can have up to a 90-medication delivered directly to you. (Some medications, such as controlled substances, can't be filled in a 90-day supply.)

Under your plan, you can purchase three fills of a maintenance medication at a participating retail pharmacy for your retail copayment. After the third fill, you will pay more if you choose to purchase the medication at a pharmacy other than the Express Scripts home delivery pharmacy. (Some medications, such as compound drugs, can't be filled through home delivery.)

7. How can I start receiving medications through the Express Scripts home delivery pharmacy?

Using home delivery is easy and convenient, and it can help you save money on the cost of your medications. Choose one of these options for submitting your prescriptions:

- **By home delivery:** For a new medication, ask your doctors to write a prescription for up to a 90-day supply, plus refills for one year, as appropriate. Complete the home delivery order form provided in your welcome package and send the form, the prescription, and your payment to the address on the form.

If you have been using a previous home delivery service under your plan and have eligible refills remaining, in many cases you can transfer them to the Express Scripts pharmacy*. Complete the prescription refill transfer form that comes with your welcome package and mail it in the envelope provided in your welcome package.

*Refills for some medications, such as controlled substances, cannot be transferred.

- **By fax:** For new prescriptions or to renew a prescription, ask your doctor to call 1-888-327-9791 for faxing instructions. (Only your doctor can fax your prescriptions.)

8.) Once I start using home delivery, how do I order refills?

Ordering refills is also easy and convenient:

- **By phone:** Call member services and follow the prompts to refill a prescription using the automated phone service.
- **By mail:** Complete the refill slip that is enclosed in your medication package and mail it along with your payment in the envelope provided in the package.
- **Online:** Visit EatonBenefits.com and follow the prompts to the Express Scripts Web site. Then select the eligible prescriptions you want to receive by home delivery."

9.) How do I get additional forms?

You can call Express Scripts Member Services or follow the steps under "Managing your online account" to acquire additional forms online.

10.) Will Express Scripts automatically substitute brand-name drugs with generic equivalents?

Yes. The home delivery pharmacy will automatically fill prescriptions with generic equivalents (if available), unless you specifically request the brand-name drug or your doctor has indicated DAW (dispense as written) on the prescription.

11.) How do I receive Medicare Part B–eligible drugs (if applicable)?

Follow the steps described in the answer to “How can I start receiving medications through the Express Scripts home delivery pharmacy?” on page 1. Express Scripts will transfer your Medicare Part B–eligible prescriptions to Arriva Medical, a Medicare-approved home delivery pharmacy. Your prescriptions will be processed and dispensed by Arriva Medical and sent directly to you.

12.) When a refill is available, will Express Scripts automatically send it to me?

Yes, if you are enrolled in the Automatic Fill program. This program is designed to help you avoid running out of medication. When you enroll your eligible prescriptions in Automatic Fills, the home delivery pharmacy will automatically send your next eligible refill before your medication is due to run out, using your existing address and payment information.

With your permission, Express Scripts can even call your doctor when it’s time to renew your prescription. To see whether your medications are eligible and to enroll, call Express Scripts Member Services. (For safety and other reasons, prescriptions for some medications, such as specialty drugs and controlled substances, cannot automatically be filled.) To see if you are eligible for Automatic Fills and to enroll, call Member Services. Or, login and view your prescriptions to determine which ones are eligible for Automatic Fills.

13.) How does the home delivery pharmacy pack medications to help ensure they aren’t impacted by high or low temperatures.

Express Scripts has been shipping medications to all areas of the U.S. for many years, including high temperature areas such as Arizona. Package designs have been developed to keep medications within the appropriate temperature range when travelling through different climatic conditions. Various materials, including frozen, refrigerated and room-temperature gel packs, are used as needed to protect from temperature extremes. A temperature-forecasting program is also used to help determine which packaging is appropriate. The shipping and destination temperatures are identified using forecasted temperatures, which are then matched to the medication’s temperature profile to identify the packaging. Medications that require special packaging are shipped to arrive between Tuesday and Friday at the address you designate. If you are still concerned with outside temperatures and your normal delivery location, you can opt to have delivery at an alternative address, such as a workplace or a neighbor’s home. You can contact Express Scripts to arrange an alternate delivery or if you have additional questions.

14.) How do I pay for my home delivery orders?

You can pay by check, e-check (see below for additional information), money order or credit/debit card. To enroll in the automatic payment program using a credit/debit card, visit **EatonBenefits.com** and follow the prompts to the Express Scripts Web site. Then click “Update your profile.” From there you can choose "Account settings," then "Payment information" to select or change your preferred payment method. If you are submitting a prescription with a home delivery order form, you can also arrange for enroll

automatic credit/debit card payments by completing the applicable section of the form. Then, mail the form in the envelope provided or call Express Scripts Member Services.

15.) What is e-check?

E-check is another term for electronic funds transfer. When you pay for home deliveries with e-check, your copayment or coinsurance is conveniently deducted from your checking account. Plus, 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 deducted will be included in the prescription information that accompanies your order.)

16.) How do I get started with e-check?

You can enroll by phone, by mail or online.

- **By phone**, simply call Member Services, follow the automated prompts and select the appropriate number for "e-check."
- **By mail**, simply complete the applicable payment section on the home delivery order form and send it, along with the prescription order, in the envelope provided.
- **Online**, visit us at **EatonBenefits.com** and follow the prompts to the Express Scripts Web site. Click "Account settings," then "Payment information" to select or change your bank information. (For more information, see "Managing your online account" below.)

17.) What if I cannot afford to pay for the full cost of my home delivery order at one time?

Our Extended Payment Program option lets you pay for your home delivery medications in 3 monthly installments, or payments, instead of paying the full amount all at once. Enrollment in this program requires a credit or debit card. Each monthly payment is automatically charged to your credit or debit card. FSA and HSA cards or any other forms of payment are not acceptable for this program. Any outstanding balances must be paid in full when enrolling or disenrolling in the Extended Payment Program. Please review Terms & Conditions for more details when enrolling in the Extended Payment Program. Currently, we do not charge a service fee for this program. However, we can decide to charge a service fee in the future. This fee would apply to any remaining balance after your first payment. We would notify you of the new annual percentage rate in advance.

18.) What happens if I don't pay for my prescriptions at the time of my order?

Payment for your home delivery orders is expected at the time you place your order. However, as a courtesy, Express Scripts extends a \$150 account limit (also known as a floor limit) to help prevent delays in processing caused if sufficient funds aren't included. If your unpaid balance or your current order exceeds the account limit, Express Scripts won't be able to process your order until payment is made. Your order could be delayed, as Express Scripts will attempt to contact you to secure payment. If, after 10 business days, Express Scripts is unable to reach you, your prescription could be returned to you unfilled.

19.) Where will my medications be shipped?

Express Scripts will ship your medications to the address on file or the address you provide on the order form. Contact Express Scripts Member Services at 1-800-792-9596 if: You have a covered dependent with a separate address, such as a child in college
You want your medication temporarily shipped to a different location, such as a winter home in Florida

Note: You'll need to contact Member Services again when you want to change the temporary address on file back to a previous address or to a new address. The shipping address for orders being processed—even those that haven't yet shipped—**cannot** be changed.

20.) Can I specify a temporary address online?

If you need to change your address, please contact Express Scripts Member Services at 1-800-792-9596 prior to placing your prescription order. If you have Internet access, you can also change your address online. Just log on to **EatonBenefits.com** and follow the prompts to the Express Scripts Web site. Click "Account settings," then "Address" to select or change your temporary address. Just be sure to go back to the Web site or call Member Services when you want to go back to your original shipping address.

Note: The shipping address for orders being processed—even those that have not yet shipped—**cannot** be changed.

21.) If I send in more than one prescription, will it be shipped in more than one package?

It's possible, since not all of the home delivery pharmacies dispense the same medications. However, all medications will usually arrive within 14 days after Express Scripts receives your prescription.

22.) Do controlled substances require a signature upon delivery?

Yes. Certain controlled substances may require a signature.

23.) What is the prescription expiration date?

The prescription expiration date is the last day the prescription and its refills are valid (according to state law). This is usually one year after the prescription was written. After that date, you'll need to get a new prescription from the prescribing doctor. (Most controlled medications only can be refilled up to six months.)

24.) What should I do if I lose my prescription drug ID card?

Call Anthem Blue Cross Blue Shield at 1-866-328-6601. You can also print a temporary ID card and request a replacement card by following the Anthem/Empire BCBS link on the left-hand side navigation bar at **Eatonbenefits.com**.

To print a temporary card follow, the instructions below:

1. On **Eatonbenefits.com** click on the Anthem/Empire BCBS link in the left-hand side navigation bar
2. If you had prior coverage with Empire, select your active (i.e. current year) coverage from the dual coverage page that first comes up when you click the Anthem/Empire BCBS link on **Eatonbenefits.com**

Note: The first time you access Anthem online you will need to register, even if you had prior coverage with Empire BCBS

3. On the Anthem Account Summary page, click the Customer Care drawer in the upper right-hand corner.
4. Click the 'Print a temporary ID card' link on the right side of the page that comes up.
5. Select a member you would like to print a card for and then click the 'Print' icon in the upper left corner of the PDF document that opens up.

Managing your online account

25.) What is an online profile?

Your online profile is the page where you create your online account. On this page you'll need to provide your member ID number, your mailing address, and phone numbers, as well as credit/debit card or checking account information.

26.) What information can I update on my online profile?

Once logged on, click "Account settings." From there you can perform the following desired actions:

- **Update your information**, such as name, date of birth, home delivery or retail pharmacy prescription number (for authentication purposes), etc.
- **Update your e-mail address and password.**
- **Update your credit/debit card information.**
- **Update your bank information.**
- **Update your personal preferences** (such as e-mail notification, household view, etc.).

27.) Can I find home delivery payment information, such as how much I was charged?

Yes. Just click "Claims & balances" on the Web page, then click "Home delivery payments." You can review charges, adjustments, payments, cost savings and other financial details about your home delivery account; check and pay balances; update credit/debit card information and more.

28.) How do I view and fill prescriptions for my spouse, children and other covered dependents?

You can choose whether you want your spouse, domestic partner or adult dependent, 18 years and older, to view your prescriptions and order on your behalf. When you register on the Web site, you will be prompted to select your household view. You can update this at any time by choosing Account settings, then "Personal preferences. Keep in mind that **if you choose to permit household view**, your spouse, domestic partner or parent will have full access to your prescription history upon registering with the Web site until you update your profile. In addition, your spouse or domestic partner or adult dependent, 18 years and older, must permit household view before you can view his or her account.

Note: Dependent children under the age of 18 will automatically be listed under the participant's online profile.

29.) How do I change the household view option?

If you wish to change your households view to allow others to see your information or to prevent others from seeing your information, visit the Web site and choose "Account settings," then "Personal preferences." Then, scroll down to the "Convenient household view" section and select or deselect the option box. Keep in mind that if you choose to permit household view, your spouse, domestic partner or parent will have full access to

your prescription history upon registering with the Web site unless you update your profile.

30.) How do I change my e-mail address and/or password?

After you log on to the Web site, click "Update your profile" in the left-hand menu. Next, click "Account setting," then "Username and email" to update your information.

31.) How do I update or add credit/debit card information?

After you log on to the Web site, click "Update your profile," then "Payment information" to update or add information.

32.) How do I update or add bank information to pay by e-check?

After you log on to the Web site, click "Update your profile," then "Payment information" to update or add information. Make your changes in the fields provided. Be sure to scroll to the bottom of the page and click "Submit changes" to start your enrollment.

33.) How do I get home delivery order forms and Physician Fax Forms?

You can print order forms and fax forms from EatonBenefits.com and follow the prompts to the Express Scripts Web site. Just log on to the Web site and click "Forms & cards" or call Express Scripts Member Services.

NOTE: A special fax form is required in the Commonwealth of Virginia. If you or your doctor is located in Virginia, ask your doctor to obtain the correct form by calling 1-888-327-9791.

34.) I know I'll be paying 100% of a discounted cost for medications until my deductible is satisfied. How do I know what the 100% discounted cost is for my medications?

Understanding the cost of your medications can help prevent surprises when you make your purchase. You can log on and navigate to Express Scripts and click on "Prescription history." This screen will show you columns titled "Plan Paid" and "You Paid." Adding these two columns will show the approximate cost you will be charged under your Eaton Medical Plan option. Once you satisfy your deductible, you'll pay coinsurance for covered medications.

Additionally, once the enrollment period begins you can use the enrollment website to price your medications in one of the plan options available for you to enroll in.

35.) If I have provided a credit card to bill my order to, will the charges automatically be applied regardless of the cost of the order?

No. If your order is \$500 or less and you have authorized to the charges to be billed to your credit/debit card, we will automatically charge those orders. Every order that is over \$500 we will contact you to confirm you are aware of the cost before we bill it. When you speak with the representative if your order is more than \$500 and less than \$1000 and you do not want to be phoned going forward, you can tell the representative you approve the charges for future orders and it is ok to increase the limit to \$1000. If your order is over \$1000 Express Scripts will continue to call to confirm prior to billing the order.