

## Answers to your questions

### **Q: Will I be able to refill my current home delivery prescriptions through the Express Scripts Pharmacy?**

A: If you have refills remaining on a current prescription, in most cases you do not need to get a new prescription. After Jan. 1, 2016, you can refill your prescription in one of two ways:

- Visit [www.express-scripts.com/accenture](http://www.express-scripts.com/accenture) and activate your account by registering with your member ID number from your ID card. Once registered and logged in, you will see refills available to order in the Prescription section of the Home page.
- Call the Express Scripts toll-free number found on your member ID card. You will need to have your prescription number handy when you call. Your prescription number is on the medication label.

If there are no more refills on your prescription, you will need to get a new prescription and send it to the Express Scripts Pharmacy (see next question). Please note that pharmacy law limits the transfer of controlled substances so you will need to obtain a new prescription from your doctor to order your medication from Express Scripts.

### **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 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:

- Ask your doctor to send your prescription electronically or have him or her call 888.327.9791 for instructions on how to fax the prescription. Your doctor must have your member ID number, which will be on your member ID card.
- Order through the Express Scripts website after registering at [www.express-scripts.com/accenture](http://www.express-scripts.com/accenture).
- Mail your prescription(s) along with the required coinsurance in the envelope provided with your welcome package. See below for payment options. To determine what your coinsurance is for your medicine, visit [www.express-scripts.com/accenture](http://www.express-scripts.com/accenture) and select Compare medication costs.

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

A: No. Medications are shipped via standard service at no additional 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 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. You can check on the status of your order by logging in to [www.express-scripts.com/accenture](http://www.express-scripts.com/accenture). If you're a first-time visitor, take a moment to register. Have your member ID number from your ID card handy. Or you can call Member Services and use the automated system.

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

A: You can pay by check, electronic checking 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. 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 from OptumRx.

You can also sign up for the Extended Payment Program to pay for your home delivery orders. Instead of paying in full up front, you'll be billed for the cost of your medications over three installments. You can enroll online starting January 1, 2016.

### **Q: How do I order additional home delivery forms?**

A: Beginning Jan. 1, 2016, order online at <http://www.express-scripts.com/accenture> or call Member Services toll-free at 855.315.6677 to use the automated system. Express Scripts will mail the requested items to you right away.

**Q: How can I find out if my retail pharmacy is in the network or if my cost for a prescription will be different?**

A: A pre-member website— [www.express-scripts.com/accenture](http://www.express-scripts.com/accenture)--has been created for you to locate pharmacies that are in the network, price your medicines and view other plan details.

**Q. How do I know whether my medicine is on the formulary?**

A: To find the formulary and pricing details online, and to find out if your medication has a generic equivalent, beginning Oct. 1, 2015, go to [www.express-scripts.com/accenture](http://www.express-scripts.com/accenture) and click "Formulary -- look up drugs by name."

**Q. Can I still obtain a 90-day supply of my medicine from CVS and Walgreens?**

A: Yes, you can continue to use CVS and Walgreens to fill 90-day supplies of medicines that are on the maintenance drug list. You can view the maintenance drug list at [www.express-scripts.com/accenture](http://www.express-scripts.com/accenture).

**Q. Will my medication look different?**

A: You may notice some changes to the color or shape of your generic medications as they vary depending on the company that manufactures the drug.

**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, you will need to fill out a claim form to be reimbursed. You will be reimbursed 40% of the cost. There are nearly 60,000 pharmacies that participate in the Express Scripts network, however, so you shouldn't have trouble finding a network pharmacy. To find a pharmacy near you, go to [www.express-scripts.com/accenture](http://www.express-scripts.com/accenture) and click on "Find a Local Participating Pharmacy."

**Q: Does Express Scripts have an app?**

A: Yes, the Express Scripts mobile app is 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 Jan. 1, 2016. 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 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.
- Use your phone to display a virtual ID card that you can show at the pharmacy.

**Q: What do I need to know if I take a specialty medication?**

A: Specialty medications are drugs that are used to treat complex conditions, such as cancer, growth hormone deficiency, hemophilia, hepatitis C, immune deficiency, multiple sclerosis and rheumatoid arthritis. Accredo, an Express Scripts specialty pharmacy, is composed of therapy-specific teams that provide an enhanced level of individual service to patients with special therapy needs. Whether they're administered by a healthcare professional, self-injected, or taken by mouth, specialty medications require an enhanced level of service.

Beginning January 1, 2016, you will need to get your medicine through Accredo. (Some acute medicines may be refilled at retail two times but most should be filled through Accredo starting January 1.) If you purchase your medicines from a pharmacy other than Accredo, you will be responsible for their full cost.

If you have remaining refills of a specialty medicine, your current pharmacy will transfer those remaining refills to Accredo starting December 30, 2015. After that date, call Accredo toll-free at 877.988.0056 between 7:00 a.m. and 4:00 p.m., Central, Monday through Friday. Request your refill at least two weeks before your supply runs out. If you are currently using a retail pharmacy to obtain specialty medications that are on the program list, you will be required to transfer those prescriptions to Accredo.

To confirm whether a medication you take is part of the specialty program, call the number on the back of your member ID card or log in at [www.express-scripts.com/accenture](http://www.express-scripts.com/accenture).

**Q: How can I view my dependent(s) or spouse's pharmacy benefit online?**

A: You may enable automatic family prescription management when you register on the Express Scripts website. This feature can allow you to easily manage prescriptions for your family as soon as you register.

By accepting the agreement when it is presented, you will be able to view, fill and manage prescriptions for every adult household member who has registered on this site, as well as for your minor dependents and spouse or domestic partner. You will also be able to choose which adults in your family can view your prescription history and place prescription orders on your behalf.

If you decline the agreement when it is presented, you will not be able to change your choice in the future. Instead, adult family members will have to register separately and grant you permission to view and manage their prescriptions by enabling the family prescription management features available through "Manage Personal Information" in the My Account menu.

To enable family prescription management options after registration:

1. Select "Manage Personal Information" under My Account in the main navigation menu.
2. In the upper right corner of the Viewing preferences box, click Edit preferences.
3. In the "Update your viewing preferences" window, mark the checkboxes next to the names of any adult household members with whom you wish to share your information.
4. Click submit changes to enable prescription viewing and management features for the selected household members

**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.