



Transitioning to Express Scripts - Frequently Asked Questions

We're pleased to announce that, beginning January 1, 2019, Jacobs' prescription plan will be managed by Express Scripts. Starting January 1, you can access information about your plan anytime at express-scripts.com. You can also call Express Scripts Member Services at 844-863-5323.

With Express Scripts, you'll have access to:

- **Two convenient ways to get up to a three-month supply of your long-term medications** (those drugs you take regularly for ongoing conditions). You can fill them through home delivery from the Express Scripts PharmacySM or at any Walgreens or Duane ReadeTM pharmacy.¹
- **A large network of participating retail pharmacies.** During open enrollment, visit express-scripts.com/jacobs and choose "Locate a Pharmacy" on the "Pharmacy Benefit Plans" page. On this site, you'll also find plan details, including the preferred formulary list, the National Preferred Formulary exclusion list, the preventive medication list and the 90-day mail order/retail drug list (long-term medications covered through the Express Scripts Pharmacy or at Walgreens or Duane Reade). See the next bullet for information on our member website, express-scripts.com, which you can start to access on January 1, 2019.
- **Helpful resources on express-scripts.com.** These include the ability to order 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 and balances, make payments, obtain forms and much more. You can register at express-scripts.com on January 1, 2019. Have the member ID number from your member ID card handy.
- **The Express Scripts[®] mobile app.** You can download it for free from your mobile device's 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.

Answers to your questions

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

A: Beginning January 1, 2019, log in at express-scripts.com and select "Price a Medication" from the menu under "Prescriptions." Enter the medication name in the Search field and click "View coverage notes" on the results page. You can also contact Member Services.

Q: How can I maximize my prescription drug benefit?

A: The following will help you make the most of your plan:

- Use FDA-approved generic drugs whenever possible.
- If you're taking a brand-name drug that isn't on your plan's preferred drug list (also known as a formulary), ask your doctor if a generic or a preferred brand drug is right for you.
- You'll be able to have up to a 90-day supply of long-term medication delivered directly to you for one home delivery copayment. You can also fill your 90-day prescriptions at a Walgreens or Duane Reade pharmacy.
- Use participating retail pharmacies to fill your short-term prescriptions. For example, your doctor might prescribe a 15-day supply of an antibiotic for an infection. You should always get short-term medications from a participating retail pharmacy.

Q: Will my plan's list of preferred drugs change as of January 1?

A: Yes, some non-preferred medications will become preferred and some preferred medications will become non-preferred or excluded (no longer covered). During open enrollment, you can visit [express-scripts.com/jacobs](https://www.express-scripts.com/jacobs) to see the preferred formulary list and the formulary exclusion list. If you're taking a brand-name drug that will be non-preferred or excluded, ask your doctor if a lower-cost generic or preferred brand drug is right for you. You'll also be notified by mail before January 1 if a preferred medication you use will become non-preferred or excluded.

Here are some terms to remember:

- **Preferred** (or formulary) medications are on the preferred list and cost you less than non-preferred medications. This list of medications is determined based on the advice of pharmacists and a group of independent doctors.
- **Non-preferred** (or nonformulary) medications are not on the preferred list of medications and cost you more.
- **Excluded** medications are not covered and you pay full price for them.

Q: How can I start ordering a 90-day supply of my long-term medication?

A: For new prescriptions, you can have the Express Scripts Pharmacy deliver it (with free standard shipping) by visiting [express-scripts.com/90day](https://www.express-scripts.com/90day). You can also fill your 90-day prescriptions at a Walgreens or Duane Reade pharmacy.

If you have refills remaining with your current home delivery pharmacy, in most cases, **you don't need to get a new prescription**. Your refills will automatically transfer to the Express Scripts Pharmacy. After January 1, 2019, you can request a refill online or by phone. Please note that controlled substances won't be transferred and you'll need to obtain a new prescription from your doctor.

Q: What happens if I keep filling my long-term prescriptions like I'm doing now?

A: Per your plan, if you keep filling a 30-day supply instead of a 90-day supply, or if you're using a non-Walgreens or Duane Reade pharmacy, you'll pay the full cost for your medication.

Q: With home delivery from the Express Scripts Pharmacy, is there an additional charge for shipping and handling?

A: No. Medications are shipped via standard service as part of your plan. Expedited and two-day shipping are 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. For first-time orders, please allow 10 - 14 days from when Express Scripts receives your prescription. Refills are faster, usually within 5 - 7 days. You can check on the status of your order by logging in at [express-scripts.com](https://www.express-scripts.com) and selecting "Order History" from the menu under "Prescriptions."

Q: My medication needs refrigeration. How will it be mailed?

A: The Express Scripts Pharmacy uses special packaging and coolant packs for handling and shipping refrigerated medications. These processes keep the temperature within the range approved in the product's labeling. We also adjust for current and forecasted climate conditions, as well as the package destination area.

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

A: You can pay by credit or debit card, electronic checking, money order, MasterPass or PayPal. If you prefer to use a credit card, you have the option of using the Express Scripts automatic payment program as of January 1, 2019. If you currently use a credit card for your home delivery prescriptions, you'll need to provide your credit card information when you order, as this information can't be transferred from your current prescription plan.

When you pay for home delivery prescriptions by electronic checking, your copayments are conveniently deducted from your checking account. (The amount that is being deducted will be noted in the prescription information that accompanies your order.)

Q: Can manufacturers' coupons be used for prescriptions ordered through home delivery?

A: No, they can't be used to reduce home delivery copayments. It's possible you may be able to receive a rebate or partial rebate from the medication's manufacturer. If you have such a coupon, please review the information on it or on the manufacturer's website for instructions on requesting a rebate.

Q: How do I find a participating retail pharmacy for short-term prescriptions?

A: During open enrollment, visit [express-scripts.com/jacobs](https://www.express-scripts.com/jacobs) and select "Locate a Pharmacy" on the "Pharmacy Benefit Plans" page. After January 1, 2019, register and log in at [express-scripts.com](https://www.express-scripts.com) and select "Find a Pharmacy" from the menu under "Prescriptions."

Q: What if I go to a pharmacy that isn't in the Express Scripts network?

A: You'll need to fill out and submit a claim form to Express Scripts along with the pharmacy receipt. You'll be reimbursed the amount you would have paid at a participating retail pharmacy (not the price you paid), minus your copayment. There are nearly 60,000 pharmacies that participate in the Express Scripts network. Prescriptions filled at any home delivery pharmacy other than the Express Scripts Pharmacy won't be covered.

Q: What if I need additional member ID cards?

A: You can download the Express Scripts mobile app to your phone to display a virtual ID card that you can show at the pharmacy. It's available to anyone with an iPhone®, iPad® or Android™ device. Go to your device's app store, search for "Express Scripts" and download it for free beginning January 1, 2019. After downloading, you just need to create a username and password or, if you've already registered on [express-scripts.com](https://www.express-scripts.com), you can use the same login information on the app. With the app you can also:

- Quickly and easily refill and renew your home delivery prescriptions.
- 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 personalized alerts to help ensure that you're following your treatment plan as prescribed by your doctor and to avoid possible health risks, like drug interactions.
- Add over-the-counter medications, vitamins, and supplements to check for possible interactions with your prescriptions.
- View your medications and set reminders for when to take them or to notify you when you're running low.

Q: What are specialty medications?

A: These are drugs that treat complex conditions, such as cancer, growth hormone deficiency, hemophilia, hepatitis C, cancer, immune deficiency, multiple sclerosis and rheumatoid arthritis.

Q: How are specialty medications covered?

A: Your plan covers these medications when filled through Accredo, an Express Scripts specialty pharmacy. Whether they're administered by a healthcare professional, self-injected or taken by mouth, specialty medications require an enhanced level of service. By ordering them through Accredo, you can receive:

- Toll-free access to specialty-trained pharmacists and nurses 24 hours a day, 7 days a week
- Delivery of your medications within the United States, on a scheduled day, Monday through Friday, at no additional charge
- Most supplies, such as needles and syringes, provided with your medications
- Safety checks to help prevent potential drug interactions
- Refill reminders

Q: I order specialty medications from my plan's current specialty home delivery service. How do I continue to get them?

A: Your current specialty home delivery pharmacy can transfer the refills to Accredo. If you're due a refill within the first few days in January, please request a refill from your current pharmacy at least 2 weeks before your supply runs out, prior to January 1.

If you don't have remaining refills with your current home delivery pharmacy, ask your doctor for a new prescription. Provide your doctor with your Express Scripts member ID number (shown on the UHC member ID card). As of January 1, your doctor can contact Accredo to submit the prescription. An Accredo patient-care representative will work with your doctor to help make the transition smooth for you and will call you back to arrange delivery on a day that is convenient for you.

Q: Does financial assistance for specialty medications count toward my deductible or out-of-pocket (OOP) maximum?

A: If you receive financial assistance to help cover some of your specialty medication costs, only the amount you pay out of pocket for the medication will apply to your deductible and OOP. The amount of financial assistance you receive won't apply to them. For example, if your copayment is \$500 and you receive \$450 in financial assistance, only the remaining \$50 you pay will be applied to your deductible and OOP. (Financial assistance may also be known as copayment assistance, manufacturer coupons, discount programs and coupon programs.)

Q: What is coverage management?

A: Jacobs uses coverage 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 drug quantity management. 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.

If your prescription requires a coverage review, your doctor can request one by visiting Express Scripts' online portal at esrx.com/PA on or after January 1, 2019. Express Scripts will inform you and your doctor in writing of the coverage decision.

Q: How can I find out if a medication may need a coverage review?

A: Beginning January 1, 2019, log in at express-scripts.com and select "Price a Medication" from the menu under "Prescriptions." Enter the medication name in the Search menu and click "View coverage notes" on the results page. You can also contact Member Services.

Q: I have prior authorization (PA) for a current prescription. Will the PA transfer to Express Scripts?

A: Unless it recently expired, your PA records will be entered into the Express Scripts system. If the PA is no longer valid, your doctor can submit a request for a new one to Express Scripts.

Q: What is drug quantity management?

A: With drug quantity management, your plan will limit how much medication you can get at one time for certain type of medications or for certain uses. This is based on the product information approved by the Food and Drug Administration (FDA) as well as published clinical trials and guidelines. The goal is to help make sure you get the safest, most effective medication available. It also helps lower overall drug costs by reducing waste.

¹Duane Reade™ pharmacies are owned by Walgreens and are included in your plan's pharmacy network for maintenance medications.