

Take full advantage of your prescription benefit.

With Express Scripts, whether you fill at retail or through home delivery from the Express Scripts Pharmacy, you can have **full confidence** that we are making sure all the medications you take work together **safely**.

You're joining millions of Americans who benefit from the services and expertise we've been providing for 25 years.



## FAQs

### Which medications can I fill through the Express Scripts Pharmacy?

You can fill the prescriptions you take regularly for ongoing conditions. The Express Scripts Pharmacy will send a 90-day supply of these "maintenance medications" to your home with free delivery.

### How long will it take to process my order?

When you fill a prescription through the Express Scripts Pharmacy for the first time, you can expect delivery of your order within 2 weeks from the time we receive the prescription from your doctor. We recommend that you have a 30-day supply of your medication on hand at the time of your order. Refills typically take 3-5 days to process and ship.

### Will I be reminded when it's time to refill?

Yes – through the communication method you choose. You may also enroll in our auto refills feature online or by calling a patient care advocate.

### How do I pay for my order?

You have lots of choices:

- Flexible spending account (FSA) debit card
- Visa®, MasterCard®, American Express® or Discover®
- Bank-issued debit card
- Personal check or money order

For more information, visit [StartHomeDelivery.com](http://StartHomeDelivery.com).



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# LIFE IS FULL

Important Information About Your Prescription Benefit



EXPRESS SCRIPTS®

Registered pharmacists ensure that you will have the **right medication** at the **right time**.



Take advantage of the Express Scripts Pharmacy ... **Everywhere You Go!**

Once you're registered on our site, you can easily access your personalized benefit information from your mobile device with our **FREE mobile app**.



Download the app and more at [Express-Scripts.com/mobile!](http://Express-Scripts.com/mobile!)

Welcome to the **Express Scripts Pharmacy.™**

Everything you expect from a world-class pharmacy...**at home.**

No more monthly trips to the retail pharmacy. **Your 90-day supply of medication** comes right to your home — **always there when you need it.**

Our state-of-the-art pharmacy is **99.99% accurate**, compared to 98.30% at retail.<sup>1</sup>



We're **available round the clock** to answer any questions you may have.



**Get Started Today!**

Visit [StartHomeDelivery.com](http://StartHomeDelivery.com) to sign up — it's easy! You can watch a brief video to see the care we take with every prescription. Once you're registered:

- **Review** your savings opportunities.
- **Order** refills.
- **Compare** prescription drugs and pricing.
- **Read** health and wellness information.



**Did You Know?**

The Express Scripts Pharmacy ranks higher in overall satisfaction than the average retail pharmacy in the latest J.D. Power and Associates National Pharmacy Study.

<sup>1</sup>Source: Center For Pharmacy Operations and Design, Harrison School of Pharmacy, Auburn University