



Macy's, Inc. Prescription Benefit – Frequently Asked Questions

Express Scripts is proud to be working with Macy's, Inc. to provide you with a quality prescription benefit. Here are some of the highlights of what your prescription benefit provides and helpful resources available to you.

You can use [express-scripts.com](https://www.express-scripts.com) and the Express Scripts mobile app to:

- Review your prescription information
- Manage your prescription refills and renewals
- Transfer prescriptions to the Express Scripts PharmacySM
- Receive timely medication alerts
- Compare medication costs to find any lower-cost options available
- Ask a pharmacist questions

Express Scripts Member Services is available 24/7.

Call 877.603.8396 for information or questions about your benefits or prescriptions.

For those enrolled in a *My Choice Plan* medical option, additional programs and benefits are available when you fill a prescription for a 90-day supply of your maintenance medication through home delivery from Express Scripts or at a Walgreens-family pharmacy, including Walgreens and Duane Reade:

- \$0 cost to you for certain generic preventive medications
- Deductible waived for brand-name diabetes medications and supplies
- Other maintenance medications applicable to your deductible and out-of-pocket maximum

Visit the Plan Documents & Information section of My Benefits on My IN-SITE to view the list of maintenance medications to be filled in a 90-day supply.

Home delivery from the Express Scripts PharmacySM offers several additional benefits:

- Save money on maintenance medications in most cases
- Avoid trips to the drugstore
- Receive free shipping
- Have medications mailed safely and discreetly to you, usually within 8 days after we receive your prescription

Specialty medications are available from Accredo, an Express Scripts specialty pharmacy.

Specialty medications treat chronic illnesses and include injectables and other complex, high-cost medications. With Accredo, orders may be scheduled and shipped to you, including those medications that require special handling. All deliveries contain the supplies required to administer the medication. Pharmacists and nurses with specialized training in complex medical conditions will help you schedule refills and review your therapy.

These are Frequently Asked Questions we commonly hear from members.

90-Day Supply of Maintenance Medications through Home Delivery from the Express Scripts Pharmacy or at a Walgreens-Family Pharmacy

Q: What are maintenance medications?

A: These are prescription drugs commonly used to treat conditions that are considered chronic or long-term, and usually require regular, daily use of medicine. Examples include medications for diabetes, high blood pressure and cholesterol, as well as contraceptives and vitamins.

Q: Do I have to fill my maintenance prescriptions in a 90-day supply?

A: Yes, to receive coverage you'll need to fill maintenance medications in a 90-day supply from the Express Scripts Pharmacy or at a Walgreens-family pharmacy, including Walgreens and Duane Reade.

Visit the Plan Documents & Information section of My Benefits on My IN-SITE to view the list of maintenance medications to be filled in a 90-day supply from the Express Scripts Pharmacy or at a Walgreens-family pharmacy.

Q: What can I expect if I don't use the Express Scripts Pharmacy or a Walgreens-family pharmacy for a 90-day supply of maintenance medications?

A: Under your plan, you can purchase a 30-day supply of a covered maintenance medication up to two times at a participating retail pharmacy for your regular retail copayment. After the second fill, you'll pay the full negotiated cost of the medication unless you order it from the Express Scripts Pharmacy or a Walgreens-family Pharmacy. The full cost also won't apply to your deductible or out-of-pocket maximum.

Q: What's home delivery from the Express Scripts Pharmacy?

A: Home delivery is available as part of your Macy's, Inc. prescription plan. You'll receive free standard shipping and all medications will be delivered safely and discreetly to you, usually within 8 days after we receive your prescription. See the next page for information on the Extended Payment Plan to make managing your budget as easy as managing your medication.

Q: How can I start using the Express Scripts Pharmacy?

A: Ask your doctor to write a prescription for a 90-day supply of maintenance medication, plus refills for up to one (1) year, if appropriate. Ask the doctor to send the prescription to us using e-prescribing or by fax.

To transfer an existing maintenance prescription, log in at **express-scripts.com** or the Express Scripts mobile app and click "Transfer to home delivery." You can also call Express Scripts at 877.603.8396. We'll do the rest.

Q: How can I start using a Walgreens-family pharmacy?

A: Ask your doctor to write a prescription for a 90-day supply of maintenance medication, plus refills for up to one (1) year, if appropriate. Ask the doctor to send the prescription to a Walgreens-family pharmacy using e-prescribing, or you can take the prescription to the pharmacy.

Q: What's the advantage of a 90-day supply vs. a 30-day supply?

A: You only have to order four times a year vs. monthly, your medications may cost less and you're less likely to miss a dose, which can keep you healthier. Your cost for the 90-day supply will apply to your deductible and out-of-pocket, and there are additional benefits for using generic preventive medications and brand-name diabetes medications.

* Cost of standard shipping is part of your benefit.

Q: Does my coverage or cost differ if I use the Express Scripts Pharmacy or a Walgreens-family pharmacy for a 90-day maintenance prescription?

A: No, your coverage and cost will be the same.

Q: What if my doctor prescribes a 30-day supply of a maintenance prescription to fill at a Walgreens-family pharmacy?

A: You may pay more for your prescription and the cost won't apply toward your deductible or out-of-pocket maximum.

Q: I already use the Express Scripts Pharmacy or a Walgreens-family pharmacy to receive a 90-day supply of maintenance medication. Do I need to change anything?

A: No, you don't need to change anything.

Q: Is there an additional charge from the Express Scripts Pharmacy for shipping and handling?

A: No. Medications are shipped via standard delivery at no cost to you. Expedited shipping is also available for an additional fee.

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

A: You can pay by check, e-check, money order, debit card, credit card, MasterPass and PayPal. If you prefer to use a credit card, you have the option of enrolling in the Express Scripts automatic payment program by calling Member Services at 877.603.8396 or by enrolling online at **[express-scripts.com](https://www.express-scripts.com)**.

Q: Do I have to pay for the entire 90-day supply all at once?

A: No, Express Scripts offers the Extended Payment Program that allows you to spread your payments over a three credit- or debit-card installments. You can enroll by logging into **[express-scripts.com](https://www.express-scripts.com)** or by calling Member Services at 877.603.8396.

Q: Should I use home delivery for short-term medications, such as antibiotics to treat a sinus infection?

A: No, you should use retail pharmacies for the medications you use on a short-term basis. There is no penalty.

Website and Mobile App

Q: How do I register on the Express Scripts website?

A: Log in at express-scripts.com and click the “Register Now” button. You’ll be asked to provide your Express Scripts ID number from your member ID card and your email address.

Q: How do I download the Express Scripts mobile app?

A: Visit your mobile device’s app store, search for “Express Scripts” and download the app for free. Then register or log in using the same user name and password that you created for express-scripts.com.

Q: How can the Express Scripts website and mobile app help me manage my benefit?

A: Below are some things you can do.

- Review your prescription information
- Transfer prescriptions to the Express Scripts Pharmacy
- Find a retail pharmacy
- Check order status
- Manage your prescription refills and renewals
- Receive timely medication alerts
- Compare medication costs to find potential lower-cost options
- Request order forms
- Access useful benefit information
- Ask a pharmacist questions
- Display a virtual member ID card using the app

Specialty Medications

Q: What’s a specialty medication?

A: Specialty medications treat chronic illnesses, and include injectables, infused drugs and other complex, high-cost medications. Whether they’re administered by a healthcare professional, self-injected or taken by mouth, specialty medications require an enhanced level service. Examples include medications for cancer, growth hormone deficiency, hemophilia, hepatitis C, immune deficiency, multiple sclerosis and rheumatoid arthritis.

Q: Why do I need to get my specialty medications from Accredo?

A: Macy’s, Inc. has arranged for you to have access to the enhanced services and expertise of Accredo for your specialty medication needs.

Accredo pharmacists and nurses receive specialized training in complex medical conditions and are available 24 hours a day to answer questions and provide refill reminder calls and counseling services. Accredo representatives will work with you to schedule shipping at no cost to you.

Q: How can I fill my specialty prescription(s)?

A: Provide your doctor with your Express Scripts ID number (shown on your member ID card). Your doctor can call Accredo at 888.608.9010 or fax your prescription to 800.391.9707 (only your doctor can fax prescriptions).

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 for delivery of your medications on a day that’s convenient for you.

Q: Do I have to pay extra for using Accredo?

A: No. Accredo is part of your prescription benefit.

Q: Can I order all my medications from Accredo?

A: No. Accredo dispenses only specialty medications.

Preferred Medications and Your Plan's Coverage

Q: How can I find my Plan's list of preferred medications?

A: Log in at express-scripts.com and choose "Learn About Formularies" from the menu under "Health & Benefits Information." You can view the most current formulary and find out which medications are preferred. If you're taking a brand-name medication that's nonpreferred, talk to your doctor about lower-cost options.

Q: What if I need to take a medication that's not on the list?

A: Ask your doctor to review the preferred medications to see whether a covered alternative might be appropriate. If your doctor decides you can't take one of the preferred medications, he or she may request a coverage review by calling 800.417.8164.

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

A: Log in at express-scripts.com and choose "Price a Medication" from the menu under "Manage Prescriptions." Type in your medication name and follow the instructions. You can view your cost for the drug and whether a generic equivalent is available. You can also call Member Services at 877.603.8396 for this information.

Q: Are generics safe?

A: Yes. FDA-approved generic medications, like their brand-name counterparts, meet established FDA standards for quality and purity to help ensure their safety and effectiveness.. FDA-approved generics have the same active ingredients as the brand-name counterparts, and they're equal in strength and dosage. Sometimes manufacturers use different inactive ingredients, such as fillers and dyes, which may affect a medication's shape, color, size or taste.

Q: Why should I consider generics or preferred brand-name medications?

A: You may save money because they usually cost less under your Plan than nonpreferred brand-name medications. Many new generics have become available during the past year. If you're taking a nonpreferred medication, ask your doctor whether a lower-cost option would be right for you.

Q: What's coverage approval (also known as prior authorization)?

A: Macy's, Inc. uses coverage management programs to help ensure you receive the prescription medications you need at a reasonable cost. Coverage management programs include coverage approval, step therapy and quantity limits. 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 coverage approval, you or your doctor can start the process by calling Express Scripts at 800.417.8164. Express Scripts will inform you and your doctor in writing of the coverage decision.

Q: Can I find out ahead of time if a medication needs coverage approval?

A: Yes. You can log in at express-scripts.com and use the "Price a Medication" feature. Type in your medication's name and follow the instructions. On the Results page, click "View Coverage Notes." You can also get this information by calling Member Services at 877.603.8396.

Miscellaneous

Q: Who has access to my prescription information?

A: Express Scripts has a strong commitment to your privacy. We have 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.

Express Scripts doesn't sell individually identifiable information or lists of members and their covered dependents to outside companies for solicitation or marketing purposes.

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