



Answers to Common Questions

What happens if I don't make a choice? Your prescription plan will not cover certain medicine unless it is filled for a 3-month supply using the new pharmacy network. **If you are taking this medicine, you'll pay the full price for it, if you do not choose one of the network options offered.**

Pay the most Fill one-month supplies Use a pharmacy outside the new network.	Save the most Fill three-month supplies Get it delivered from the Express Scripts Pharmacy SM . OR Pick it up from a local network pharmacy.
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What is this pharmacy network? Pharmacies in the network help control costs and improve health outcomes by providing a 3-month supply of medicine at each refill. The network includes pharmacies near you, as well as the Express Scripts PharmacySM, which delivers your medicine with free standard shipping.¹

Why is a 3-month supply better for these medicines? With a 3-month supply, you're less likely to miss a dose, which can keep you healthier. Also, you don't have to refill as often, which can save you time and money.

What does "full price" mean? "Full price" is the price you would pay for your medicine without a copayment or coinsurance. For example, the price of the medicine might be \$75, but with a copayment or coinsurance, your payment might be only \$20. "Full price" means you would pay the entire \$75.

How can I find a local pharmacy in the network? Log in or register at esrx.com/select. Use the online tool to: find pharmacies near you, compare prices, and see the steps needed to transfer your prescription(s).

How do I get medicine delivered from the Express Scripts PharmacySM? Log in or register at esrx.com/select. Use the online tool to compare prices, choose the medicine you want delivered, add it to your cart, and check out. **We won't charge you or fill your prescription until your next refill is due.** Or, you can call your prescription benefit specialist at 855.778.1448. We'll contact your doctor to get you set up at no extra cost to you. Some plans might offer an extended payment plan to help spread out the cost of your medicine.

How soon do you deliver my medicine after I order it? We usually process orders within 48 hours after we get them. Your medicine should be delivered in about 8 days (10-14 days if it's a new prescription). Please make sure you have a 1-month supply of your medicine on hand when you place your order. You can check your order status any time at the Express Scripts website.

How do you protect my medicine when you ship it? We send it in a confidential, tamper-resistant, weather-resistant package. We'll send it to the address you choose. We can even send you an email to help you track your shipment, and you don't have to be home to sign for it. [Go to this page](#) to find out more about how we ship medicines.

What if it doesn't arrive? We know your medicine is important and we use the most trusted services to deliver it. If your package doesn't arrive, please call the number on your member ID card for help.

Who can answer questions about my medicine? You can talk with an Express Scripts pharmacist any time, day or night. You can also talk with specialist pharmacists who have advanced training on medicines used to treat conditions like yours. They can help with answers about drug interactions, administration techniques, and side effects.

We're here to help.
If you have questions, please call: **855.778.1448**

1. Standard shipping costs are included as part of your prescription plan benefit.