



Welcome to Express Scripts

Common questions about your pharmacy benefits manager

Technip is collaborating with Express Scripts to manage your prescription benefits plan starting **Jan. 1, 2016**. You can download your digital welcome kit from the same website page where you downloaded this file. It explains your benefits and includes information on how to get the most from your plan. We've answered some of the questions our members ask most often to help get you started. Also, if you have current home delivery refills, they have been transferred to the Express Scripts PharmacySM. You can order refills from this site or over the phone.

Q: What is Express Scripts?

A: Express Scripts is a prescription benefit manager that helps make the use of prescription drugs safer and more affordable for our members. Express Scripts handles millions of prescriptions each year through home delivery from the Express Scripts Pharmacy.

Q: Where can I find a summary of my prescription plan and coverage?

A: After your plan becomes active on Jan. 1, 2016, our website will show you a summary of your plan. You'll first register on our website. All you need to register is an email address and your member ID number. That number is on the health insurance card you got from Blue Cross and Blue Shield of Texas.

Our website suggests when to use retail pharmacies and recommends when you can take advantage of prescription home delivery from the Express Scripts Pharmacy. From the website menu, "Benefit Highlights" also shows you the days' supply, copay, deductible and out-of-pocket expenses associated with using your plan.

Q: How can I review prescription coverage and pricing information?

A: The easiest way to review these details is on our website. Once you log in to Express-Scripts.com/Technip, select "Price a medication" under "Manage Prescriptions" on the menu, enter the drug name and then follow the steps to view pricing and coverage information. The coverage and pricing information serves as a general overview of your plan.

Q: Will I need to do anything differently to get my prescriptions?

A: Starting Jan. 1, 2016, you'll need to show your member ID card at a retail pharmacy to fill a prescription for short-term medicines like antibiotics. After you've registered online, you can look up a copy of your member ID card. Our mobile app includes a virtual member ID card you can use with a smartphone.

You might be able to get medicine you take over the long term delivered in larger supplies from the Express Scripts Pharmacy.

Q: What is a "network" pharmacy?

A: A network pharmacy is a retail pharmacy that works with your prescription plan. The Express Scripts Pharmacy, which delivers medicine straight to your door, also is a network pharmacy. You'll often pay less when you use a network pharmacy. You can still visit pharmacies that aren't part of

your network, but you might not be able to take advantage of all your benefits there.

Q: What if I go to a pharmacy that's not in my network?

A: If you go to a pharmacy that isn't in your network, you will need to fill out a claim form to be reimbursed for the amount a participating retail pharmacy would have charged, minus your copayment. The good news is that there are thousands of pharmacies in your network, so finding one should be easy.

Q: How do I find a retail pharmacy in my network?

A: Go to [Express-Scripts.com/Technip](https://www.express-scripts.com/Technip) and select "Locate a Pharmacy" from the menu under "Manage Prescriptions." Our mobile app, which you can use on most tablets and smartphones, can help you find the network pharmacy closest to your location. You also could call Member Services at the number on your member ID card to use the automated interactive pharmacy locator. You'll need your member ID number to use that tool.

Q: How can I manage my prescription benefit on the website?

A: Once you have registered on our website or mobile app, you can:

- Order refills and renewals
- Check order status
- Transfer medicines to home delivery
- Compare pricing and coverage for brand-name and generic medicines
- Find participating retail pharmacies and compare pharmacy prices
- Find detailed drug information
- And much, much more

Q: Where can I find the forms I need?

A: On the website, you can go to "Health and Benefits Information" from the home page menu to view links to print home delivery and claims forms as well as questionnaires.

Q: Who can see my prescription information?

A: Express Scripts is committed to your privacy. The only people who can see your prescription information are you, your medical professionals who are bound by patient confidentiality, and staff who are obligated by law to maintain the security of your personal health information. You sometimes can authorize other people, such as a family member, to see your information. We use effective, industry-leading safeguards to protect your information both online and offline. And we never sell your information to outside companies.

Q: How do I get my medicines through home delivery?

A: If you take prescription medicine on a long-term, ongoing basis, your plan allows you to order from our convenient home delivery pharmacy. Once you start, you can refill and renew your prescriptions from the website or mobile app. Free standard shipping is included as part of your plan.

To review your home delivery opportunities, go to the website and, in the "Transfer to Home Delivery" section on the home page, select "Add to cart." Or, if using the mobile app, select any medicine that displays the "Transfer to Home Delivery" option and click "Add to cart."

After you add your retail medicine to the cart, complete the checkout process to finalize your transfer to home delivery. Express Scripts will then contact your doctor to get approval for shipping 90-day supplies of your medicine.

Q: How do I start home delivery?

A: It's easy. Just talk with your doctor about prescribing up to a 90-day supply of your long-term medicine (including refills for up to a year). Often, your doctor can submit that prescription to us electronically or by phone. If not, you've got other options:

- Ask your doctor to send your prescription electronically or fax your prescription to us. Your doctor can call us at 888.327.9791 for faxing instructions. That fax needs to include the ID number on your member ID card.
- Mail your prescription with your copayment and home delivery order form, which you can download from Express-Scripts.com/Technip.

Q: Are there any differences in my benefits when I get my prescriptions delivered at home instead of picking them up at a retail pharmacy?

A: If your benefit plan includes the convenience of our home delivery services, you can have up to a 90-day supply of your medicines shipped to your door. Depending on your plan and the medicine you take, home delivery could save you money. Check your plan's specifics for details.

Q: I already use my plan's home delivery pharmacy. Can I fill these with Express Scripts?

A: Yes. Just ask Express Scripts Pharmacy to refill your prescription when you have a 2-weeks supply of your medicine left. You can do that online or by phone:

- After you've registered with your member ID number at Express-Scripts.com/Technip, just visit the Prescription section of your Home page.
- Call the toll-free number on your member ID card. That call will go faster if you've got your member ID and prescription numbers ready.

If the medicine you want to refill is a controlled substance, you might need a new prescription from your doctor. If so, just ask your doctor to send us a new prescription.

Q: When will my prescription be delivered?

A: Plan on getting your first order 8-11 days after we receive your prescription. After your first order, refills usually come in about a week.

Q: How can I check my order status?

A: Express Scripts makes it easy to check your order status any time. After you've registered, you can log in to your account at Express-Scripts.com/Technip, or on the mobile app to view Order Status details. You also could call member services. Our patient care advocates who answer your call have access to the same information you can get online.

Q: How do I pay for home delivery prescriptions?

A: You can set up your account to pay for all your prescriptions automatically by enrolling online or calling 800.948.8779. You also can pay for individual prescriptions by check, electronic checking, money order, debit card or credit card. You can't transfer credit card information from your previous plan.

Q: Is there a charge for shipping and handling with home delivery?

A: No. Standard shipping is free as part of your plan. Express shipping is available for an additional charge.

Q: I heard generic drugs are less expensive. Is there one available for what I take?

A: Starting Jan. 1, 2016, you can register at Express-Scripts.com/Technip and choose “Price a Medication” from the “Manage Prescriptions” menu. Search for the name of your medicine, and then click “View Coverage Notes” for that medicine and any generic alternatives that are provided. You also could call Express Scripts Member Services at 855.315.4701.

We’d be glad to help if you still have any questions. You can log in to our website, use our great mobile app, or visit with a pharmacist or patient care advocate anytime by calling 855.315.4701.