



Member Portal User Guide

This guide will help you use the member portal features and functions needed to manage your pharmacy services.

TABLE OF CONTENTS

GET THE MOST OUT OF THIS GUIDE	2
MEMBER DASHBOARD.....	3
MEMBER DASHBOARD: AVOID PAYING MORE	4
BENEFITS OVERVIEW.....	9
CLAIMS HISTORY.....	10
FIND A PHARMACY	11
PHARMACY OPTIONS.....	14
PRICE A MEDICATION.....	15
CHECK COVERAGE.....	17
NEW PRESCRIPTIONS	19
REFILL A PRESCRIPTION.....	21
AUTOMATIC REFILLS.....	23
ORDER HISTORY	24
ID CARD	26
COMMUNICATION PREFERENCES	27
FORMS	29

GET THE MOST OUT OF THIS GUIDE

We know health care can be overwhelming.

As your pharmacy benefit manager, Express Scripts helps you stress less and save more. We take care of you, so you can focus on what really matters. Whether it's family, friends, or colleagues, they count on you to be there for them. That's why Express Scripts is here for you.

Have your pharmacy benefits right within reach

Access important pharmacy benefits information anywhere, anytime with an online account at express-scripts.com.

- **Can't-lose-it digital ID card.** Keep your ID card on you 24/7 with an online account at express-scripts.com. Download it to your phone, print a copy, or do both.
- **Money-saving recommendations.** Don't pay more than you need to for your medication. Log in and check money-saving recommendations as soon as your doctor prescribes your medication, so you can get the right medication, supply, and pharmacy for you.
- **Rx and claims history.** Review important pharmacy info all together in one place. Check the price of a medication before and during a doctor's visit. It's all possible with an online account at express-scripts.com.
- **Coverage review updates.** Does a medication need to be reviewed before you receive it? Check its status with an online account at express-scripts.com.

While this guide is an expansive look into the website, we recommend registering or logging in to explore your own pharmacy benefits.

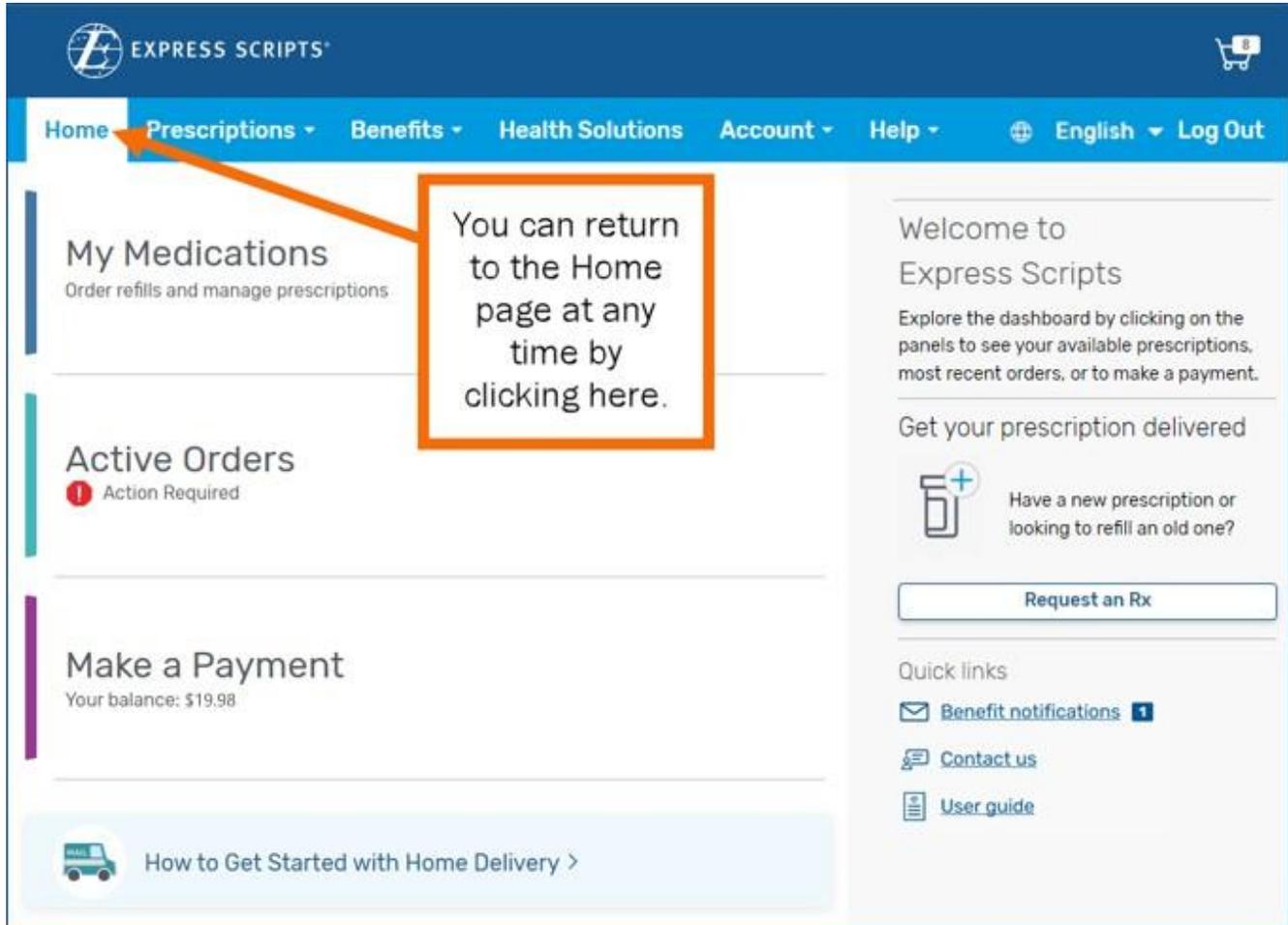
Create your online account today with Express Scripts, your AM/PM/PBM. Visit express-scripts.com or scan the QR code.



Note: The website is subject to change at any time. Not all of the features listed in this guide are available for all plans; check express-scripts.com for your prescription plan when your coverage begins. For specific questions about your coverage, please click the Contact Us link on the dashboard after logging in to the website.

MEMBER DASHBOARD

The first page you see in the Member Portal is the Home page, also called the Member Dashboard. The Home page contains links to the features that you will use most – including My Medications, Active Orders, and Make a Payment. Return to the Home page at any time by clicking the Home link at the top left of the page.

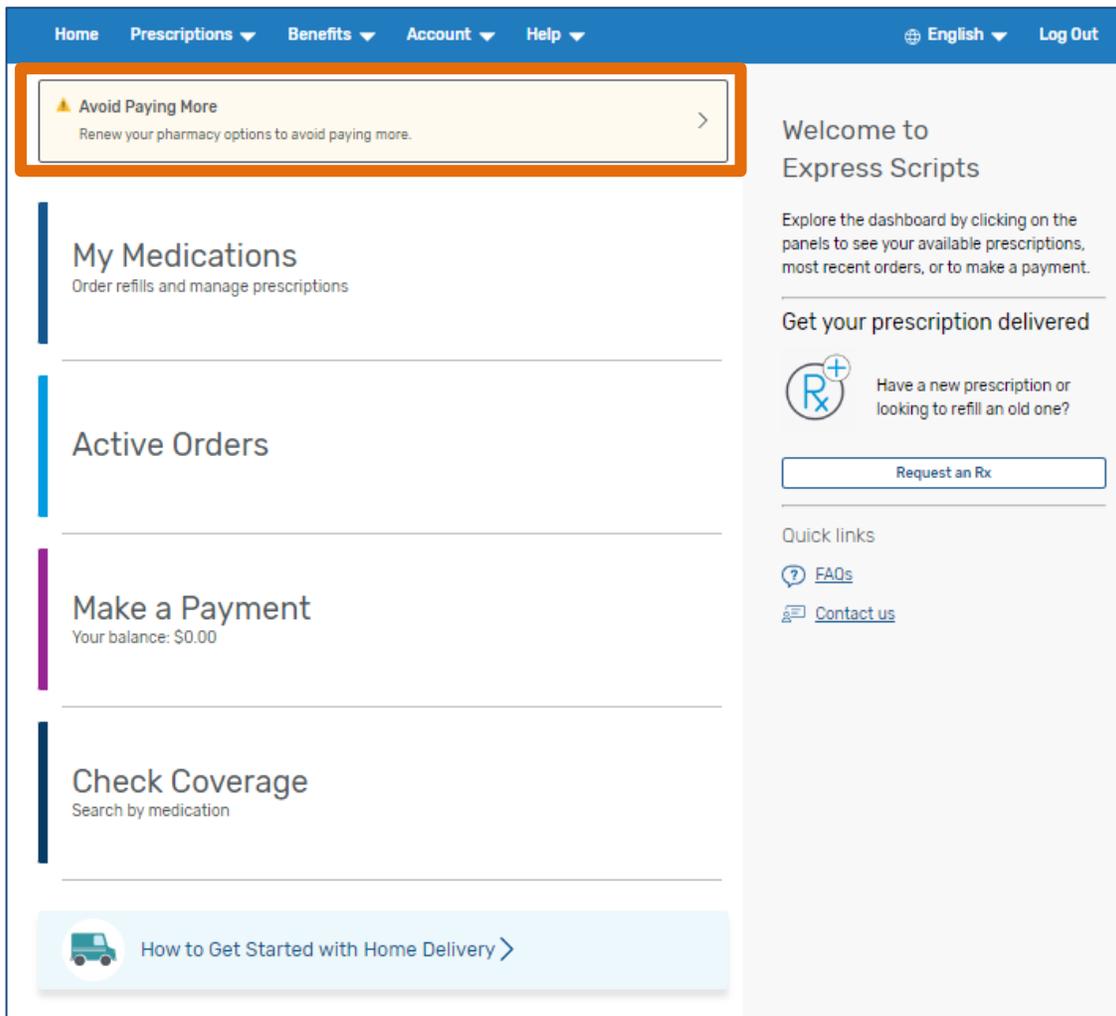


MEMBER DASHBOARD: AVOID PAYING MORE

Depending on the medications you take, you may have savings opportunities. We ensure that you receive the right medication, appropriate days' supply, at the right pharmacy aligned with your benefit plan. Explore savings opportunities by clicking the yellow Avoid Paying More widget and reviewing them. You can make decisions in accordance with recommendations like:

- Lowest-cost pharmacy
- Switching to a lower-cost generic equivalent medication
- Switching from a 1-month supply to a 3-month supply

Note: Clicking on any 'Learn more' links on landing pages will open a pop-up window with helpful tips and information



Home Prescriptions Benefits Account Help English Log Out

Prescription 1 of 3 Skip for now

Pay \$213.13 less a month

You have 0 courtesy fills left for this medication. [Learn more](#)

Rx Recent fill
04/01/2024

Eliquis 5 mg
1-month supply | 60 tablets

Wal-Mart
400 Forest Gate Ctr
Pisgah Forest NC 28768-7712
\$216.80

Tiara Masak (1956)
Dr. John Rhyner
(828) 274-6000

We recommend switching to:

- 3-month supply
- Maintenance pharmacy ⓘ

This recommendation helps you pay \$213.13 less on your next fill.

Select a Pharmacy

Home Prescriptions Benefits Account Help English Log Out

< [Back](#)

Prescription Details

Medication
Eliquis

Day's Supply
3-month supply

Showing 3 of 3 pharmacies for Tiara Masak (1956) near 58102

<input checked="" type="radio"/> Express Scripts Pharmacy Home Delivery	\$11.00 Lowest cost
<input type="radio"/> CVS 1321 19th Ave N, Fargo, ND 58102-1821	\$11.00 Lowest cost
<input type="radio"/> CVS 2425 13th Ave S, Fargo, ND 58103-3749	\$11.00 Lowest cost

Confirm Pharmacy

Prices may change based on your plan or the date we fill your prescription.

Want to know more about home delivery? [Learn more](#)

Not sure about paying for three months at a time? [Learn about monthly payments](#)

Home Prescriptions Benefits Account Help English Log Out

Prescription 2 of 3 Skip for now

Pay \$183.49 less a month

You have 0 courtesy fills left for this medication. [Learn more](#)

Recent fill
03/18/2024

Alphagan P 0.1 %
1-month supply | 1 drops

CVS
371 Asheville Hwy
Brevard NC 28712-4647
\$187.16

Tiara Masak (1956)
 Dr. John Johnson
(828) 884-7320

We recommend switching to:

- 3-month supply
- brimonidine tartrate** (generic equivalent for Alphagan P)

This recommendation helps you pay **\$183.49 less on your next fill.**

Continue
View other options

Home Prescriptions Benefits Account Help English Log Out

< Back

Showing 3 of 3 pharmacies for Tiara Masak (1956) near 58102

Prescription Details

Medication

brimonidine tartrate ...

Alphagan P (brand)

brimonidine tartrate (generic equivalent for Alphagan P)

<input type="radio"/> Express Scripts Pharmacy Home Delivery	\$11.00 Lowest cost
<input type="radio"/> CVS 321 19th Ave N, Fargo, ND 58102-1821	\$11.00 Lowest cost
<input checked="" type="radio"/> CVS #04165 371 Asheville Hwy, Brevard, NC 28712-4647	\$11.00 Lowest cost Current

Confirm Pharmacy

Prices may change based on your plan or the date we fill your prescription.

Want to know more about home delivery? [Learn more](#)

Not sure about paying for three months at a time? [Learn about monthly payments](#)

Home Prescriptions Benefits Account Help English Log Out

Prescription 3 of 3 Skip for now

Pay less a month

You have 0 courtesy fills left for this medication. [Learn more](#)

 **Recent fill**
03/22/2024

latanoprost 0.005 %
1-month supply | 1 drops

 CVS
371 Asheville Hwy
Brevard NC 28712-4647
\$5.29

 Tiara Masak (1956)
& Dr. John Johnson
(828) 884-7320

We recommend switching to:

 3-month supply

 This recommendation helps you pay less on your next fill.

Continue
View other options

Home Prescriptions Benefits Account Help English Log Out

[Back](#)

Prescription Details

Medication
latanoprost

Day's Supply
3-month supply

Showing 3 of 3 pharmacies for Tiara Masak (1956) near 58102

<input type="radio"/>	Express Scripts Pharmacy Home Delivery	\$11.00	Lowest cost
<input type="radio"/>	CVS 1321 19th Ave N, Fargo, ND 58102-1821	\$11.00	Lowest cost
<input checked="" type="radio"/>	CVS #04165 371 Asheville Hwy, Brevard, NC 28712-4647	\$11.00	Current Lowest cost

Confirm Pharmacy

Prices may change based on your plan or the date we fill your prescription.

Want to know more about home delivery? [Learn more](#)

Not sure about paying for three months at a time? [Learn about monthly payments](#)

Home Prescriptions ▾ Benefits ▾ Account ▾ Help ▾ English ▾ Log Out

Confirm Doctor Information

Please review your doctor's name and address to make sure they are correct. We'll use this information to confirm your prescription changes with your doctor.

Eliquis 5 mg - Tiara Masak (1956)
Dr. John Rhyner
 5 Vanderbilt Park Dr, Asheville, NC
[Update doctor](#)

brimonidine tartrate 0.1% - Tiara Masak (1956)
Dr. John Johnson
 188 Medical Park Dr Ste C, Brevard, NC
[Update doctor](#)

latanoprost 0.005% - Tiara Masak (1956)
Dr. John Johnson
 188 Medical Park Dr Ste C, Brevard, NC
[Update doctor](#)

Review Selections

Home Prescriptions ▾ Benefits ▾ Account ▾ Help ▾ English ▾ Log Out

Your Prescription Selections

Save and print this form
 Take this form to your pharmacy or doctor. This form is valid at any in-network pharmacy.

CVS #04165 371 Asheville Hwy Brevard NC 28712-4647 (828) 883-3132	brimonidine tartrate 0.1% drops	
	3-month supply	Tiara Masak
	Dr. Johnson	Date of Birth: 09/01/1956
	(828) 884-7320	
	latanoprost 0.005% drops	
3-month supply	Tiara Masak	
Dr. Johnson	Date of Birth: 09/01/1956	
(828) 884-7320		

Member ID #: 112129118949

Next Steps

1. Save and print this form for your records. This form will be unavailable after you leave this page.
2. Bring the form and your insurance card to your pharmacy or doctor.
3. Tell your pharmacist or doctor that you want to order a 3-month supply of your medication.

Save and Print 🖨️

[Go to Checkout](#) 🛒

BENEFITS OVERVIEW

You can see the details of your drug benefit coverage in the Benefits Overview section. To get to this page, follow these steps:

- Click on Benefits in the top colored bar.
- Click on Benefits Overview in the drop-down menu under Benefits.

On the Benefits Overview page, you can find simple summaries of your Deductible, Copay/Coinsurance, and Out-of-Pocket information.

EXPRESS SCRIPTS

Home Prescriptions Benefits Health Solutions Account Help English Log Out

Benefit Overview
Forms
Explanation of Benefits

Get a better understanding of how your health plan work together to pay for your medication.

Deductible

\$

The total amount you must pay before your plan starts paying for part of your prescription costs.

Copay/Coinsurance

Copayment, or copay, is the amount you pay out-of-pocket each time you fill a prescription.

View Details

Out-of-pocket

The money you pay out of your own pocket for your medication before your plan covers the rest of the cost.

View Details

Deductible

Benefit Period - One Year

	Individual	Family
	In-Network	In-Network
Home Delivery / Retail	\$XXX	\$XXX

Medical Claims Included

Find additional information on [pricing and coverage](#)

CLAIMS HISTORY

Our Claims History area can show you a list of all your current and past claim data. It also provides cost information for your prescriptions. You can also download a record of your prescription spending in one convenient spot.

To see a list of your claims history, follow these steps:

- Click on Prescriptions in the top colored bar.
- Click on Claims History in the drop-down menu under Prescriptions.
- To see more information about your claim or claim status, click on the View Details button to the right in the claim row.

EXPRESS SCRIPTS®

Home Prescriptions Benefits Account Help English Log Out

My Medications
Order History
Claims History
Price a Medication
Automatic Refills
Find a Pharmacy
Pharmacy Options
Pharmacy Alerts
Prior Authorizations
Request an Rx

Claims History is ready
When you're here, we've got you covered. Your 2023 prescription spending is in one convenient spot to download, whether you picked up your medication at a pharmacy or had it delivered. [Download](#)

Date range: [dropdown] Member: John Smith [download] [print]

1 Total claims	\$344.58 Total cost	\$11.20 Total you paid
-------------------	------------------------	---------------------------

Medication	Status	Service Date	Total Cost	You Paid	
Creon Caps 3,000U Rx# XXXXXXXXXX CVS# XXXXXXXXXX	✔	02/01/2024	\$344.58	\$11.20	View Details

What's not included in your cost:

- Claims that are still being processed or adjusted
- Non-prescription items
- Additional service fees
- Shipping

For more information about other healthcare claims, please contact your medical provider.

*Additional info required to process

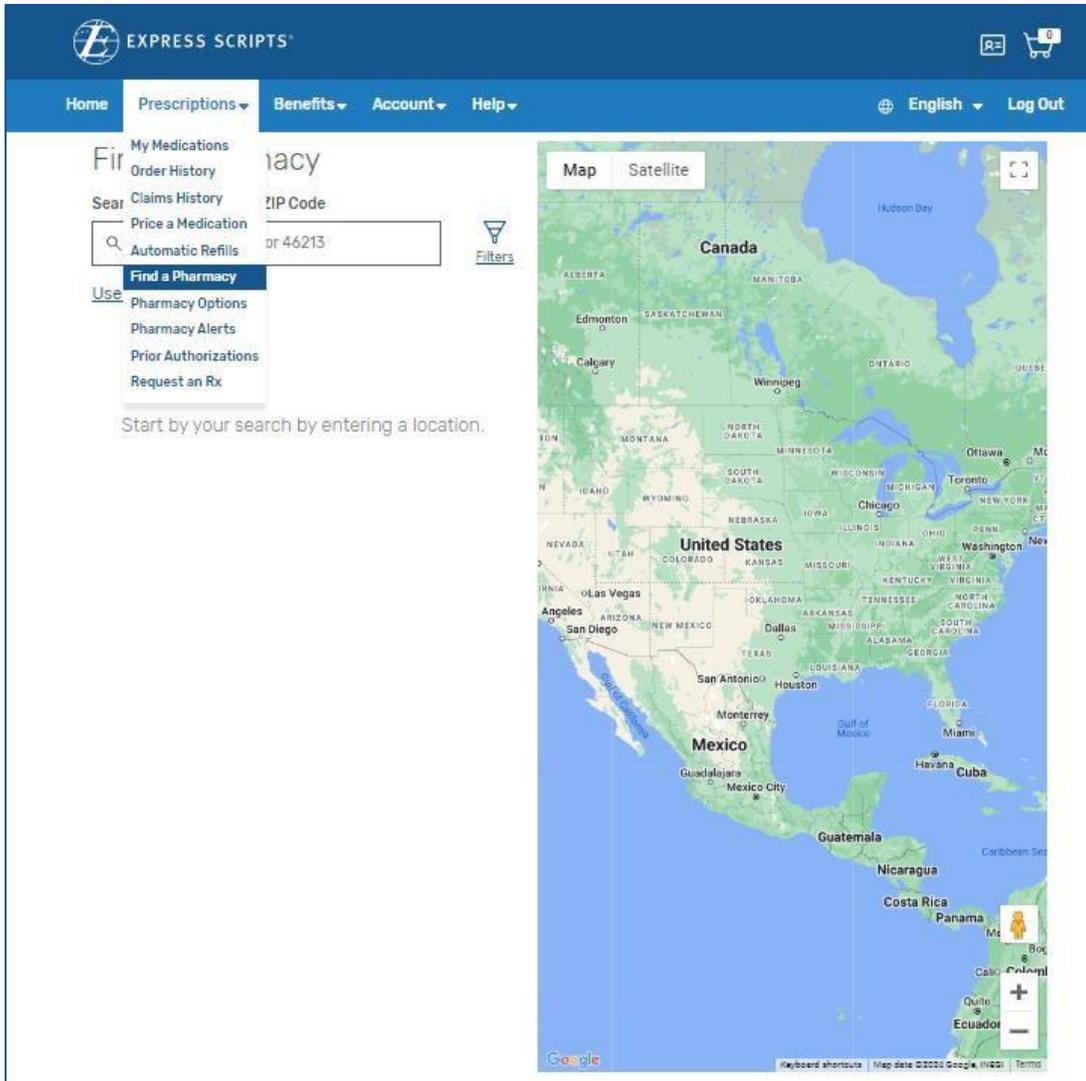
Click on "View Details" to see more information

FIND A PHARMACY

We've made it easy for you to find a pharmacy in your network. To find a pharmacy, follow these steps:

- Click on Prescriptions in the top colored bar.
- Click on Find a Pharmacy in the drop-down menu under Prescriptions.

Once you are on the Find a Pharmacy page, enter your ZIP code and press the Enter key to see the in-network pharmacies nearest to you.



After entering your ZIP code and pressing the Enter key, you will see a list of network pharmacies near you. Click on your preferred pharmacy to find contact information and more details.

The screenshot displays a web interface for finding pharmacies. On the left, a search bar contains the ZIP code '07601'. Below the search bar, there are links for 'Use my location' and 'Filters'. The results section shows '48 results for 07601' and lists three pharmacies with their addresses, phone numbers, and distances from the user's location. Each result includes links for 'Store Details' and 'Directions'. On the right, a map of Hackensack, NJ, shows the locations of these pharmacies marked with numbered blue circles (1-10). The map includes street names, landmarks like Hackensack High School and USCIS Hackensack, and a Google Maps interface with zoom controls.

Find a Pharmacy

Search by city/state or ZIP Code

07601

[Use my location](#)

[Filters](#)

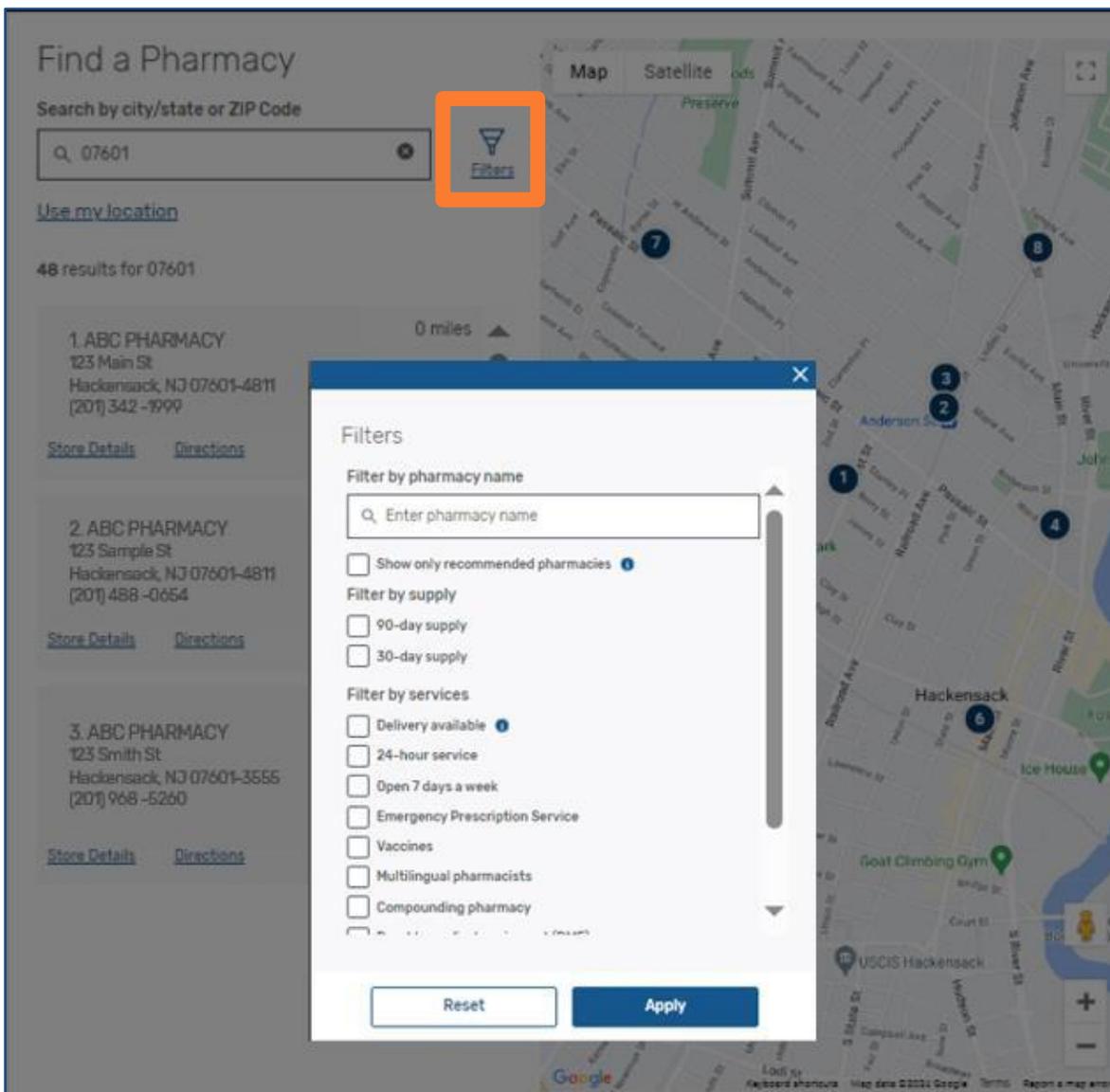
48 results for 07601

1. ABC PHARMACY 0 miles
123 Main St
Hackensack, NJ 07601-4811
(201) 342-1999
[Store Details](#) [Directions](#)

2. ABC PHARMACY 0.26 miles
123 Sample St
Hackensack, NJ 07601-4811
(201) 488-0654
[Store Details](#) [Directions](#)

3. ABC PHARMACY 0.3 miles
123 Smith St
Hackensack, NJ 07601-3555
(201) 968-5260
[Store Details](#) [Directions](#)

To fine-tune your search, click on Filters to narrow down your results by pharmacy name, medication days' supply, available services, and recommended pharmacies.



PHARMACY OPTIONS

Some members, based on their benefit, may be able to save money by having medication delivered by mail. To learn more, visit our Pharmacy Options page.

Find the Pharmacy Options page by following these steps:

- Click on Prescriptions in the top colored bar.
- Click on Pharmacy Options in the drop-down menu under Prescriptions.

The screenshot shows the Express Scripts website interface. At the top, there is a navigation bar with the following items: Home, Prescriptions (selected), Benefits, Health Solutions, Account, Help, English, and Log Out. A dropdown menu is open under 'Prescriptions', listing: Refill Prescriptions, Order History, Claims & Balances, Price a Medication, Automatic Refills, Find a Pharmacy, Pharmacy Options (highlighted), and Prior Authorizations. The main content area features a promotional message: "John, you could save up to \$XXX.XX per year with delivery from the Express Scripts Pharmacy*". Below this is a link: "Learn more about delivery".

Below the promotional message, there is a section titled "Choose the medicine you want us to deliver in up to a 3-month supply.†". It includes a "Collapse all (7 medicines)" link and a "Switch all to delivery" checkbox. A blue bar indicates "John (5 medicines)".

Rx Number: XXXXXXXXXX	Current Retail Pharmacy	Express Scripts Pharmacy	Choose Express Scripts Pharmacy for Delivery
Tamsulosin Hcl 0.4 mg Tablet	\$4.40/28 days	\$1.50/28 days	Save \$13.33/25 days
Pharmacy: XXXXXXXXXX Dr. Jane Smith Courtesy Fills Remaining: 1	Rx price: \$4.40 Supply: 28 days Quantity: 30 Cost after courtesy fills: \$5.50	Rx price: \$70.00 Supply: 90 days Quantity: 30	<input type="checkbox"/> \$70.00 3-month supply† • Standard shipping at no extra cost • Extended Payment Program Information

INFORMATION LISTED ABOVE TO BE USED AS EXAMPLE ONLY.
Three-month supply not available for all products in all states.

PRICE A MEDICATION

To search for a medication's price, follow these steps:

- Click on Prescriptions in the top colored bar.
- Click on Price a Medication in the drop-down menu under Prescriptions.
- Type the name of the medication into the Medicine Name field.
- Using the Medicine For menu, select the person on your plan who will be receiving the medication.
- Enter your ZIP code in the ZIP code field.
- Click Get Prices to see the pricing information for the medication you searched.

The screenshot shows the Express Scripts website interface. At the top, there is a navigation bar with the Express Scripts logo and a shopping cart icon. Below the navigation bar, there are several menu items: Home, Prescriptions (with a dropdown arrow), Benefits (with a dropdown arrow), Health Solutions, Account (with a dropdown arrow), and Help (with a dropdown arrow). On the right side of the navigation bar, there are links for English (with a dropdown arrow) and Log Out. The main content area is titled 'Price a Medication' and includes a search bar for the 'Medicine Name' with the example text 'Example: Lipitor 20 Mg Tablet'. Below the search bar, there are two dropdown menus: 'Medicine for' (with the example 'John Smith (11/11/1911)') and 'Zip code'. A blue 'Get Prices' button is located to the right of the 'Zip code' field. Below the search fields, there is a section titled 'Medicine prices that work for you' with three icons and corresponding text: 1. An icon of a prescription slip with a magnifying glass and a checkmark, with the text 'Find medicine covered by your plan'. 2. An icon of a pharmacy building with a magnifying glass over a prescription sign, with the text 'Compare current prices at local pharmacies'. 3. An icon of two pill bottles, with the text 'See pricing for short and longer-term supplies'.

Each medication that you search for will have a details page. The details page lists pricing, coverage status, and pharmacy contact information.

EXPRESS SCRIPTS

Home Prescriptions Benefits Health Solutions Account Help English Log Out

Medicine for John Smith (11/11/1911) [Start a new search](#)

Lipitor

This drug is a specialty medication

Brand drug name for [Atorvastatin Calcium](#)

[Alternate drug options](#) | [Drug details](#)

Tier 2 : Preferred brand-name drugs [What are tiers?](#) Generic **Brand**

Dosage information

Medicine form	Medicine strength	I take or use	Frequency of use	
Tablet	20 Mg	1 each	Daily	Edit Details

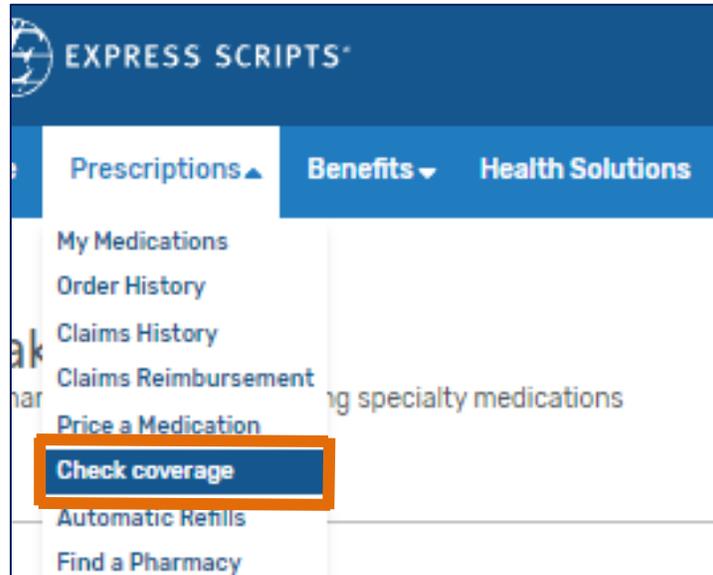
Pricing results for Lipitor 20 Mg Tablet
Showing 11 of 24 pharmacies for 07601

Pharmacy	Coverage	1-month	3-month
 ABC Regional Cancer Care 123 4th Avenue Somerset, NJ 08873-5002 (555) 444-3333	Coverage rules apply Prior Authorization Required Step Therapy Required Days supply limitations Limited Fills	\$4.60 Price details	\$13.63 Price details
 Main Street Pharmacy 555 Main Street Somerset, NJ 08873-5002 (555) 666-7777	Not Covered	\$225 Price details	\$12.62 Price details

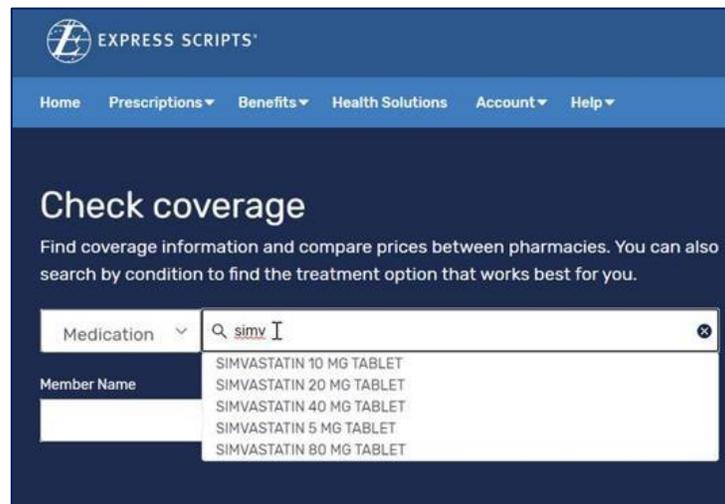
Three-month supply not available for all products in all states.

CHECK COVERAGE

Easily verify your coverage details for medications to ensure clarity and confidence in your medication and pharmacy decisions by clicking on Check Coverage in the Prescriptions drop-down menu.

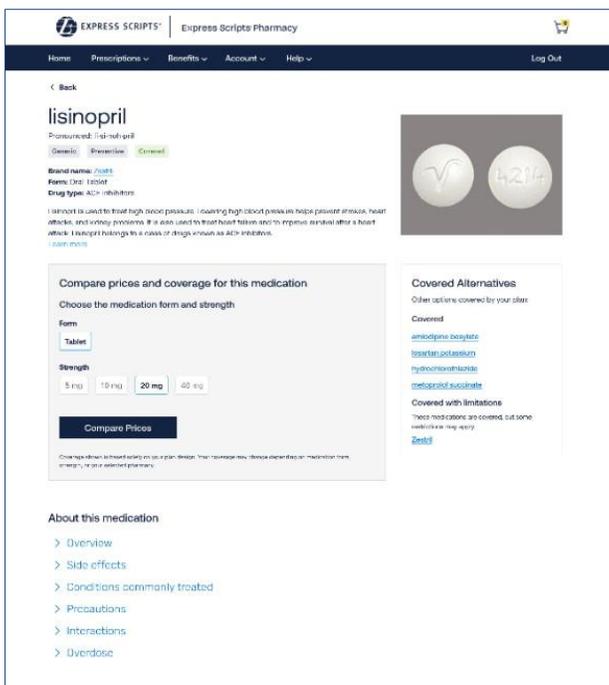


On the landing page, start typing the name of your desired medication and select the appropriate one based on the predictive search feature.

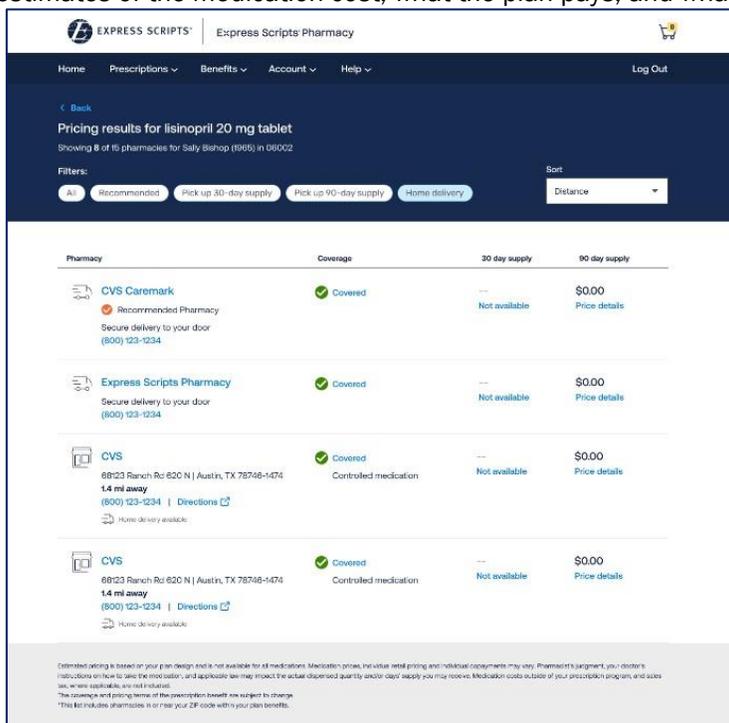


CHECK COVERAGE (CONTINUED)

Choose different medication forms, strengths, or alternatives if they are available. You can also get more information on the medication by clicking “Learn more.”



You can view all pharmacy options, pricing, and coverage. To narrow down your results, you can filter between pharmacy categories, sort by distance or price, and search for specific pharmacies by keyword. By clicking on “Price details,” you can then see estimates of the medication cost, what the plan pays, and what you pay.

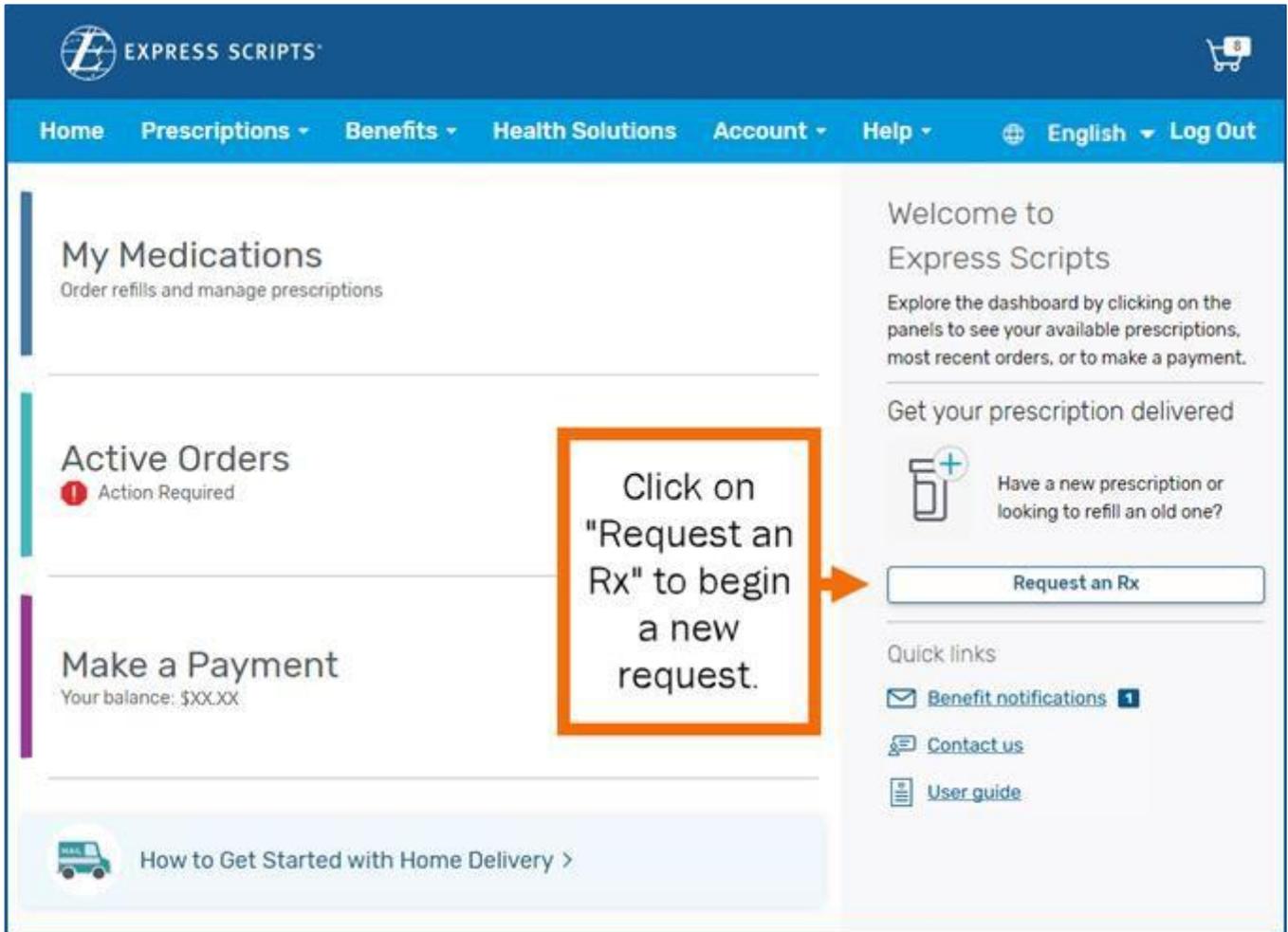


Last updated: 06/13/24 CRP1223508

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

NEW PRESCRIPTIONS

To start a new prescription or refill an old one through our home delivery pharmacy, you can use the Request an Rx button on the home page of the Member Portal. Please consult with your doctor before starting this request.



To start a new request, follow these steps:

1. Type in the medication you are requesting.
2. Choose the person on your plan who will be taking the medication.
3. Let us know if you have talked to a doctor about this request.
4. Click the Start Prescription Request button at the bottom of the page.

EXPRESS SCRIPTS

Home Prescriptions ▾ Benefits ▾ Health Solutions Account ▾ Help ▾ English ▾ Log Out

Request to have an Rx delivered by Express Scripts® Pharmacy

Whether starting a new prescription or refilling an old one, it's easy to get medication with home delivery. Please consult with a doctor before starting this request.

What medication would you like delivered?

Who is this medication for?

If you don't see a member you are looking for, please [contact us](#)

Have you talked to a doctor about this medication?

Yes

No, I will talk to my doctor

No, but I'd like to connect with a doctor through MDLIVE

1

2

3

4

[Learn more about our pharmacy](#)

How does this work?

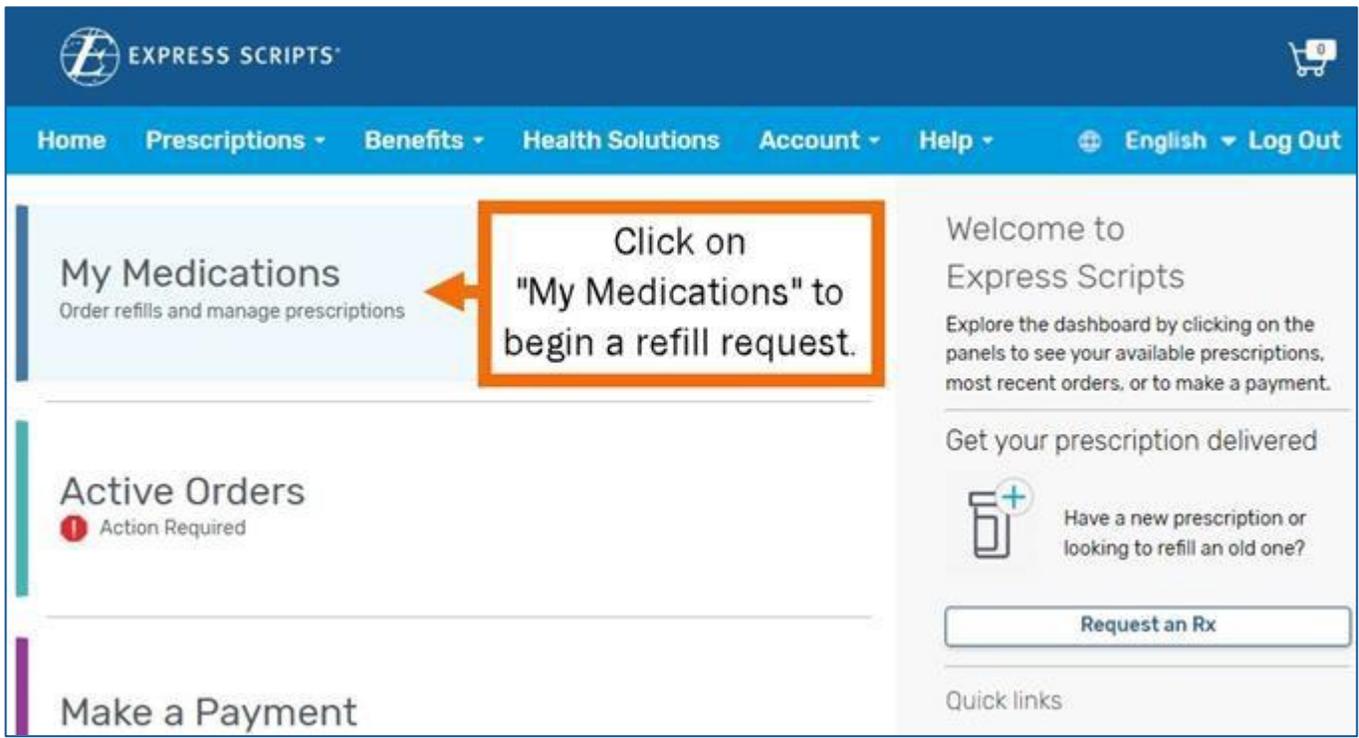
- You'll request to have the medication delivered
- We'll contact the doctor to confirm a prescription
- Our pharmacists fill the prescription and ship it to you

[Learn more about our pharmacy](#)

Start Prescription Request

REFILL A PRESCRIPTION

To begin a refill request, click the My Medications link near the top of the Member Portal Home page.



On the My Medications page, you will find a list of your prescriptions. Next to each medication on file, you will have the option to order a refill as well as to sign up for auto-refills for eligible medications filled through Express Scripts® Pharmacy. You can also archive medications that you no longer need to view.

EXPRESS SCRIPTS

Home Prescriptions Benefits Account Help English Log Out

My Medications

Enter medication name or Rx number Filter by member

Q ex. Lipitor All

Categories: All medications Refills available Recommended Automatic refills Archived

2 medications Sort by: Relevance

Creon 3 Caps 70's
3,000 u
Dr. Jane Smith
Rx# X100000000 [Prescription details](#)

John Smith
Express Scripts Pharmacy

1 refill left
[Add to Cart](#)
[Archive Medication](#)

Recent order: Shipped Shipped on Feb 01, 2024 [Visit Order Details](#) for more information

Nadolol Tabs
20 mg
Dr. Jane Smith
Rx# X100000000 [Prescription details](#)

John Smith
Express Scripts Pharmacy

No refills left
[Add to Cart](#)
[Archive Medication](#)

Recent order: Placed [Visit Order Details](#) for more information

> Archived Medications (0)

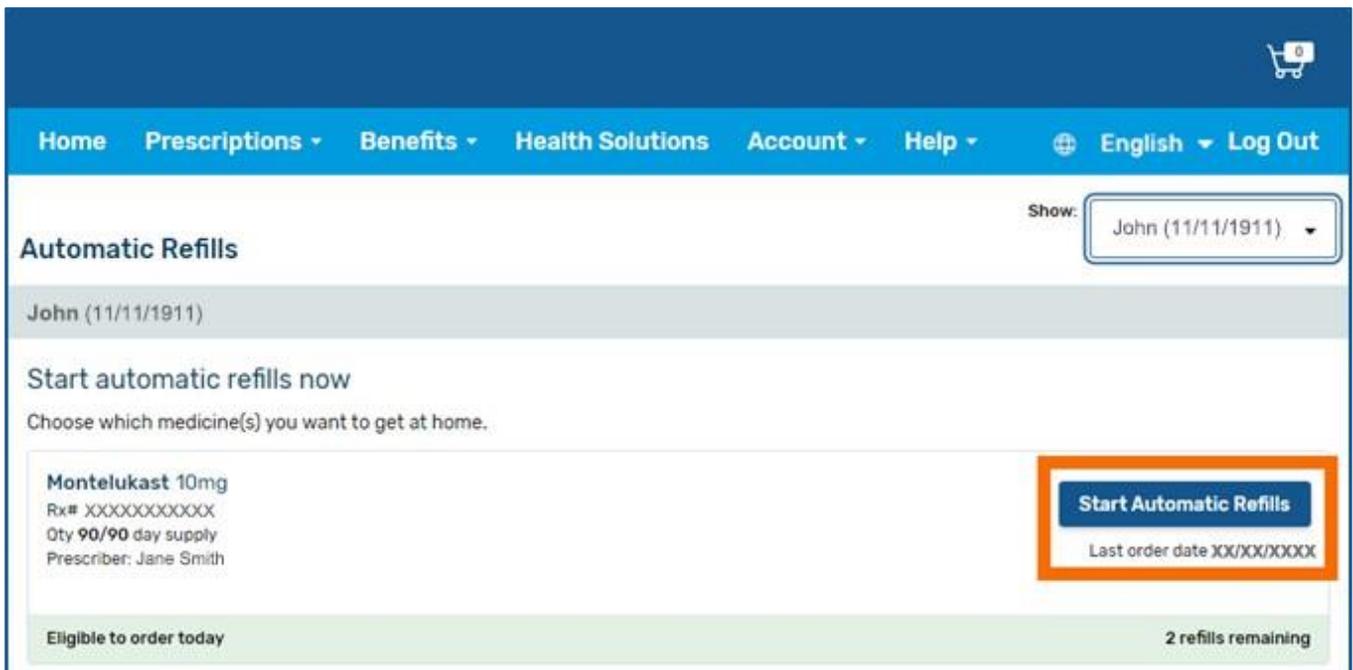
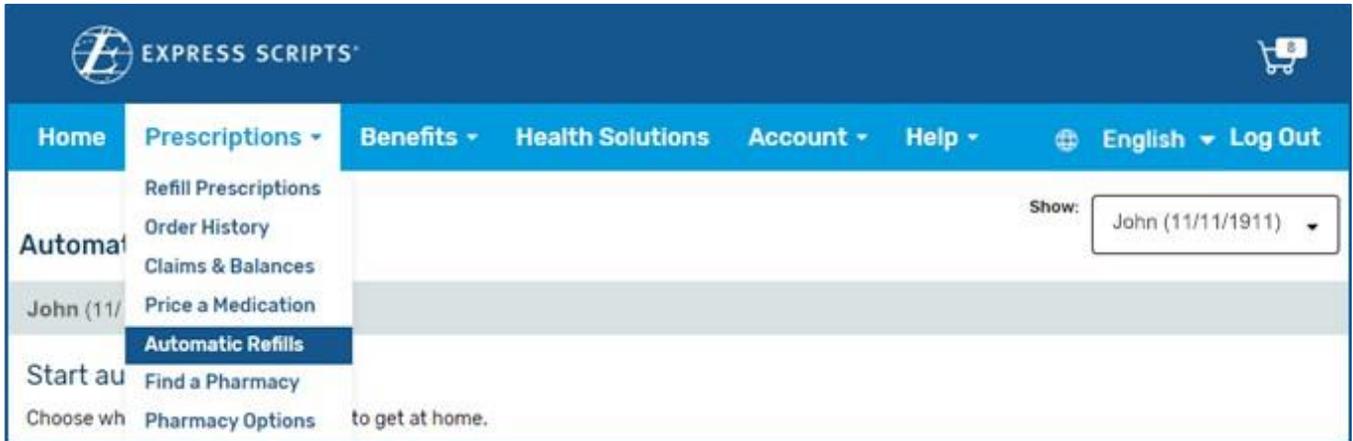
Have a new prescription or want to transfer one from another pharmacy?

[+ Request an Rx](#)

AUTOMATIC REFILLS

To set up your medications to be refilled automatically without any further action by you, begin by following these steps:

- Click on Prescriptions in the top colored bar.
- Click on Automatic Refills in the drop-down menu under Prescriptions.
- Click on the Start Automatic Refills button next to the medication you want to refill.
- Your Automatic Refill settings can be changed at any time.

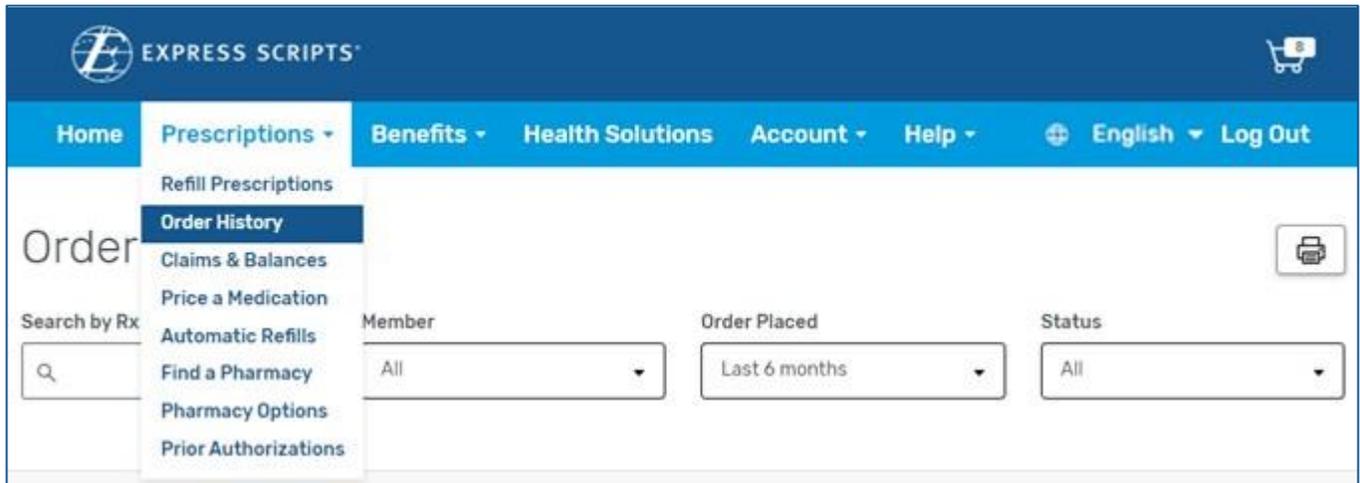


Automatic refills will be offered if permitted.

ORDER HISTORY

The Member Portal makes seeing your past orders easy! To find a searchable list of your full order history, follow these simple steps:

- Click on Prescriptions in the top colored bar.
- Click on Order History in the drop-down menu under Prescriptions.



If you need help narrowing down your search, there are several filters along the top of the Order History page. You can use these filters to help you find the order you are looking for.

The screenshot displays the Express Scripts website's Order History page. At the top, there is a navigation bar with links for Home, Prescriptions, Benefits, Health Solutions, Account, Help, English, and Log Out. Below this, the page title "Order History" is shown with a printer icon. A search section contains four filters: "Search by Rx name or Rx #" (a search box), "Member" (a dropdown menu set to "All"), "Order Placed" (a dropdown menu set to "Last 6 months"), and "Status" (a dropdown menu set to "All"). An orange box highlights these filters with the text "Use these filters to search by Rx, Member, Date or Order Status." Below the filters, the page shows a list of orders. The first order is dated "May 4, 2023" and has a "Manage Order" link. It is categorized as "Scheduled" and includes details for "Discobonine Tabs": 100 mg | 1qty | 90-day supply, Automatic Refill, Rx# XXXXXXXXXXXX, and Prescriber: Jane Smith. The order is for "Chris" and is a "New Fill". The cost is noted as "Cost available when order ships (Est. cost)". A second order for "Atenolol Tabs" is also shown with similar details.

ID CARD

You can access your ID card digitally from [express-scripts.com](https://www.express-scripts.com). Having a prescription ID card on hand has never been easier.

- On the website, you can view both sides of the ID card, download it, and print it to have it right within reach the next time you go to the pharmacy.
- On the app, you can add your ID card to your Apple Wallet or Google Wallet and show it at the pharmacy.
- You can also call our Contact Center to request your ID card.

EXPRESS SCRIPTS | Express Scripts Pharmacy

Home Prescriptions Benefits **Account** Help Log Out

Prescription ID Card

Your digital ID card works just like a physical card. Use it at the pharmacy or if you need to contact us about your plan.

Get ID Card

Prescription ID Card
RxBIN 003858 Issued 01/01/2023
RxPCN A4
RxGrp DEFAULT
Issuer 9151014609
ID CWK000100002
Name 00 JOHN Q SAMPLE

Card Details

RxBIN	003858	Issuer	9151014609 80840
RxPCN	A4	ID	CWK000100002
RXGrp	DEFAULT	Cardholder	00 JOHN Q SAMPLE

*Please note that you may have multiple ID cards. View your cards to see all cards available to you.

Covered Dependents

Joan Smith Sample	01	James Sample	02
Jennifer Sample	03	Jacob Sample	04
Janice Sample	05	Jasper Sample	06
Janet Sample	07	Jed Sample	08

Contact Us

Customer Service	(800) 417-1981	TDD	(800) 759-1089
Accredo Speciality	(800) 417-1981	Pharmacist Use Only	(800) 922-1555

COMMUNICATION PREFERENCES

Communication Preferences allows you to choose how you want to be communicated to. To select your preferences, follow these simple steps:

- Click on Account in the top colored bar.
- Click on Communication Preferences in the drop-down menu under Account.

The screenshot shows the Express Scripts website interface. At the top, there is a blue navigation bar with the Express Scripts logo and the text 'EXPRESS SCRIPTS'. Below the navigation bar, there are tabs for 'Home', 'Prescriptions', 'Benefits', 'Account', and 'Help'. The 'Account' tab is selected, and a dropdown menu is open, showing options like 'Profile', 'Two-step Verification', 'Health Profile', 'Pay a Bill', 'Payment and Invoice History', 'Payment Methods', 'Addresses', 'Prescription ID Card', 'Manage Family Access', 'Communication Preferences', 'Add a Caregiver', and 'Messages'. The 'Communication Preferences' option is highlighted.

The main content area is titled 'Preferences' and contains the following sections:

- Communications include:** A list of items to include in communications: Prescription & order status, Savings opportunities, and Benefit plan, coverage & safety alerts.
- Data Privacy and Permissions:** A section asking if the user would like to see personal information such as full medication names, patient names, prescription numbers, and shipping addresses in the communications. There are four radio button options: 'Yes, show my information in both emails and texts', 'Yes, show my information in emails only', 'Yes, show my information in texts only', and 'No, don't show my information' (which is selected).
- Important:** A yellow box with a warning icon stating: 'Because you previously chose to be contacted to receive new prescriptions, you may have prescriptions waiting to be ordered. Please check your home page.'
- Prescription Confirmation:** A section asking if the user wants to be filled with new prescriptions when received or get confirmation first. There are three radio button options: 'Fill new prescriptions when they're submitted by me or my doctor' (which is selected), 'Ask me to confirm only new prescriptions submitted by my doctor', and 'Ask me to confirm new prescriptions submitted by me or my doctor'.

At the bottom of the page, there is a blue button labeled 'Save Changes'.

You can also choose how you would like to receive documents associated with your prescription plan and medications.

Documents

Literature pack (Litpack) - This will be sent with your medication and includes but is not limited to invoices, payment and refill slips, new prescriptions fax forms, and medication guides.

Receive by email

Receive by mail

Annual Notice of Change (ANOC) - Your ANOC packet identifies changes to your benefit plan from one year to the next.

Receive by email

Receive by mail

Coverage Review - Also called prior authorization, this is how your health plan decides if your medication will be covered. We'll notify you if a coverage review is needed and update you when it's complete.

Receive by email

Receive by mail

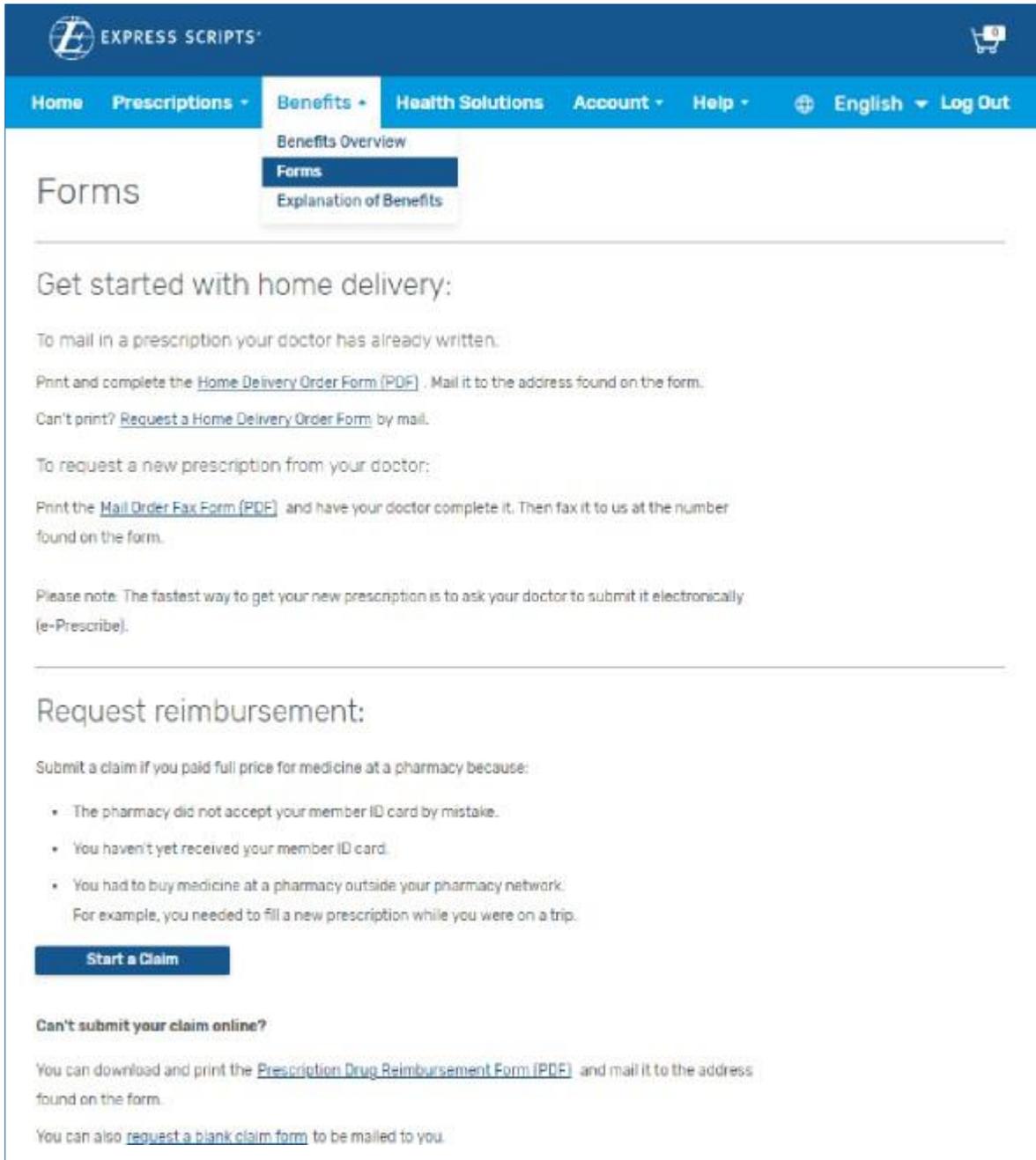
*In some cases, communications may be sent to you for safety or legal reasons, or on behalf of your plan sponsor. If you choose to no longer receive email notices about your benefit, you may still receive emails about any prescription orders currently in progress. Please review our Terms of Use and Privacy Practices for additional information on our communication practices and the use of your individual communication preferences.

Save Changes

FORMS

To reach us by mail about getting started with home delivery or to request reimbursement on a claim, visit our Forms page. Follow these steps:

- Click on Benefits in the top colored bar.
- Click on Forms in the drop-down menu under Benefits.



EXPRESS SCRIPTS®

Home Prescriptions + **Benefits +** Health Solutions Account + Help + English Log Out

Benefits Overview
Forms
Explanation of Benefits

Forms

Get started with home delivery:

To mail in a prescription your doctor has already written:

Print and complete the [Home Delivery Order Form \(PDF\)](#). Mail it to the address found on the form.

Can't print? [Request a Home Delivery Order Form](#) by mail.

To request a new prescription from your doctor:

Print the [Mail Order Fax Form \(PDF\)](#) and have your doctor complete it. Then fax it to us at the number found on the form.

Please note: The fastest way to get your new prescription is to ask your doctor to submit it electronically (e-Prescribe).

Request reimbursement:

Submit a claim if you paid full price for medicine at a pharmacy because:

- The pharmacy did not accept your member ID card by mistake.
- You haven't yet received your member ID card.
- You had to buy medicine at a pharmacy outside your pharmacy network.

For example, you needed to fill a new prescription while you were on a trip.

[Start a Claim](#)

Can't submit your claim online?

You can download and print the [Prescription Drug Reimbursement Form \(PDF\)](#) and mail it to the address found on the form.

You can also [request a blank claim form](#) to be mailed to you.