

Pharmacy. Smarter.®



3 Things You'll Learn

- Pharmacy benefit overview
- Key topics
- Resource for you



Partnered with Express Scripts



83 Million
Members

60,000 Pharmacies
Nationwide

Benefits of Home Delivery

- Good option for long-term medications
- Saving three monthly trips to a retail pharmacy
- Automatic refills and renewals
- 24/7 pharmacist access from the comfort and privacy of your own home
- Secure packaging that ensures your privacy
- Free and safe delivery of your medicine
- You can refill, renew and track your order using the mobile app or online at [express-scripts.com](https://www.express-scripts.com)
- It's easy to start: Express Scripts will contact your doctor for you to get your new prescription delivered right away!

Accredo, a specialty pharmacy

- Accredo provides specialized patient care for patients with chronic conditions. Benefits include:
 - Individualized counseling and education
 - Proactive monitoring of your medicines
 - Coordination with your doctors
- Accredo offers ongoing support from pharmacists and nurses with specialized training and expertise
- Patients who use Accredo receive better patient care and have healthier outcomes

accredo®

**is an Express Scripts
specialty pharmacy
that provides
personalized care to
individuals
with chronic and
complex health
conditions**

Prior Authorization



- A program that monitors certain prescription drugs to get you the medicine you require while reducing costs.
- It makes sure you're getting a prescription that is suitable for the intended use and covered by your prescription plan.
- If your pharmacist tells you that your prescription needs a prior authorization (PA), it simply means that more information is needed, to see if your plan covers the drug. Only your physician can provide this information.

To get the PA started:
Please have your physician visit the
Express Scripts online portal at
esrx.com/PA

Drug Quantity Management

- The right medicine in the right amount
- When you are prescribed certain medicines that are a part of a drug quantity management (DQM) program, Express Scripts will make sure you get it in the amount – or quantity – considered safe and effective by the U.S. Food & Drug Administration (FDA)
- You get the right amounts for good health and the health of your family
- There is nothing that you need to do differently – when you submit a prescription for a medicine in a DQM program, you'll get the recommended amount – which should last until it's time for a refill

Step Therapy

- Step therapy is in place to make sure you get safe and proven-effective medicine for your condition – at the lowest possible cost to you and your plan sponsor
- Here's how step therapy works:
 - A panel of independent licensed physicians, pharmacists and other medical experts work with Express Scripts to recommend medicines for the step therapy program.
 - **First-step medicines** –Generic and lower-cost brand-name medicines. They are proven to be safe and effective, as well as affordable.
 - **Second-step medicines** –Typically brand name medications. They are best suited for patients who do not respond to first-line medicines.

For any questions or inquiries about step therapy...
Call the Member Services number on the back of your card

Drug List

- Physicians and pharmacists routinely review the medicines on your drug list that are covered by your prescription plan
- Generic and brand-name drugs (preferred drugs)
 - Generics cost less than brand-name drugs
 - Preferred drugs are proven just as effective as more expensive counterparts
- Non-preferred and excluded drugs
 - You can still fill a prescription for a nonpreferred drug, but you'll have a higher copayment
 - Certain medicines are excluded, which means they're not covered at all

When asking for a generic, use these six simple words ...

“Is there a generic for that?”

WHEN TO ASK



Check out your prescriptions before leaving your doctor's office and ask the doctor or nurse for a generic



Give your prescriptions a checkup by reviewing all of your medicines regularly with a doctor or pharmacist to see if new options are available



The easiest way to find a generic is by using the web or mobile app, you can also Price a Medication at [express-scripts.com](https://www.express-scripts.com)

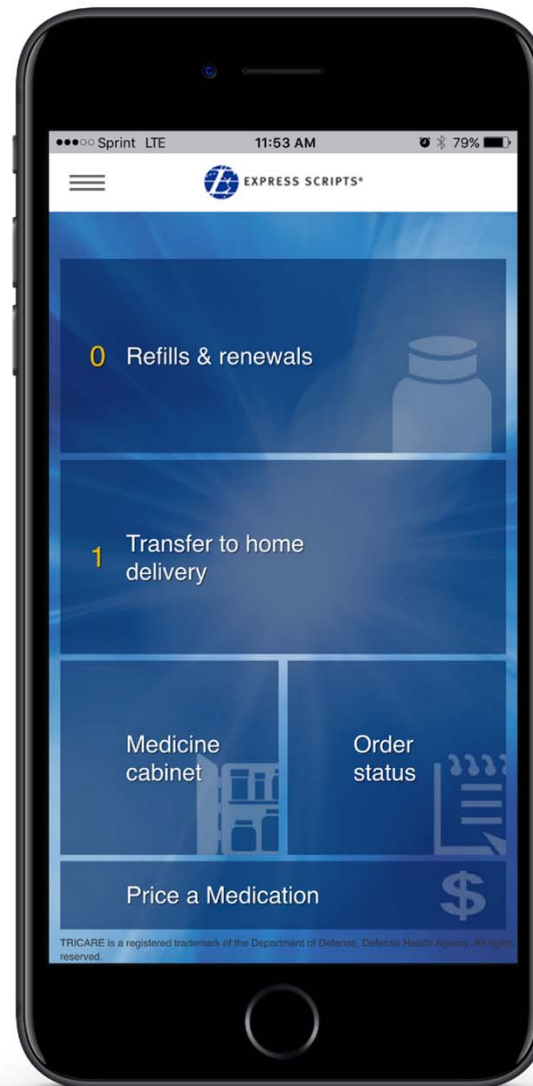
On the go through the Express Scripts Mobile App

Convenience

- Easy-order refills and up-to-the-minute order status

Simplicity

- One swipe of the finger is all it takes to stay on track with medicines



Peace of Mind

- Reminders and a drug interaction checker

Versatility

- Delivering personalized prescription information – *whenever & wherever* you need it

Five ways to be a smarter pharmacy consumer



- 1 Ask your doctor for a generic or a lower-cost equivalent

- 2 Don't be fooled by drug coupons

- 3 Use the most cost-effective pharmacy option

- 4 Take your medicines as prescribed

- 5 Set reminders to help you stay on track



Manage your prescriptions
online 24/7

- Check order status with tracking
- Refill a prescription
- Enroll in automatic refills
- Find ways to save money
- Transfer a prescription from a retail pharmacy to home delivery
- View claims, balances and prescription history
- Receive online alerts if there's a prescription-related safety issue

The screenshot displays the Express Scripts user interface. At the top, there's a navigation bar with 'EXRESS SCRIPTS' logo, 'Items in Cart', and links for 'Prescriptions', 'Benefits', 'My Account', 'Help', 'Accessible View', and 'Español'. The main content area is divided into sections: 'Recent Order Status' with a 'Go to full order status' link, 'Automatic Refills' with a 'Manage automatic refills' link, and 'Prescriptions You Can Order Today' with a 'Find a prescription not listed below' and 'View Rx Archive' link.

Recent Order Status

Medication	Rx #	Physician	Status
Synthroid 50 mcg tablet 50 mcg, brand	123456789003	Chris (09/09/1945)	We need your approval
Toprol XL 200 mg tablet 200 mg, brand	123456789003	Chris (09/09/1945)	Address Verification Required
Harvoni 90-400 mg tablet 90 mg - 400 mg, brand	Accredo Rx #: 297-4444364-00	Vanessa (07/28/1969)	Shipped on XX/XX/XXXX Tracking # 93748201164600649231480
Lisinopril 20 mg tablet 20 mg, generic	123456789010	Vanessa (07/28/1969)	Shipped on XX/XX/XXXX Tracking # 93748201164600649231480

Automatic Refills

3 Imagine the convenience of no longer ordering refills for 3 prescriptions. Just enroll eligible prescriptions in our automatic refill program, and we'll take care of the rest. [Start now](#) [Don't show again](#)

Medication	Rx #	Physician	Next Refill
Atorvastatin 20 mg tablet 20 mg, generic	123456789010	Chris (09/09/1945)	Will process after XX/XX/XXXX
Avodart 0.5 mg softgel capsule 0.5 mg, brand	123456789011	Chris (09/09/1945)	Will process after XX/XX/XXXX
Lisinopril 20 mg tablet 20 mg, generic	123456789012	Vanessa (07/28/1969)	Will process after XX/XX/XXXX
Zytiga 250 mg tablet	123456789013	Vanessa (07/28/1969)	Will process after XX/XX/XXXX

Prescriptions You Can Order Today

Chris (09/09/1945)

Medication	Rx #	Status	Action
Omeprazole dr 10 mg capsule 10 mg, generic	123456788001 90-day supply 2 refills remaining	Refill past due You may be running low on this medication	<input type="checkbox"/> Add to cart

We're Here to Help

- For any questions or more information about your prescription plan ...
 - Log in at express-scripts.com or get the Express Scripts mobile app at express-scripts.com/mobileapp
 - Call the Member Services number on the back of your card
- To speak to a pharmacist about your prescriptions ...
 - Call the Member Services number on the back of your card
- To register to receive your prescriptions by home delivery ...
 - Log in at express-scripts.com or use the mobile app
 - (Register using your member ID number or social security number)