

## **FREQUENTLY ASKED QUESTIONS AND ANSWERS (FAQs)**

### **CHANGE TO Express Scripts Inc. (ESI) - (Effective 1-1-2022)**

**Note: There is no change for Medicare eligible retirees/dependent survivors enrolled in the Express Scripts Medicare Prescription Drug Plan.**

#### **I.D. CARDS**

**Q. Will you receive a new I.D. Card?**

**A. Yes. You will receive a new EMHP Health Benefits Card with the new pharmacy information, which is necessary to process your prescription benefits and claims. You will receive this card prior to January 1, 2022. When you fill a prescription after January 1, 2022, it is important to give the pharmacist your new ID card and tell him/her your prescription benefits administrator has changed. (The cards look the same but the "Bin Number (RXBIN#)" is new and needed for processing your prescription.)**

**Q. If you are Medicare eligible and enrolled in the Express Scripts Medicare Prescription Drug Plan, will you receive a new I.D. card?**

**A. Yes. Although ESI continues to be your prescription benefits manager for your Medicare Prescription Drug Plan, we are required to issue new EMHP Health Benefits ID Cards to participants. You will continue to receive your prescription drug benefits through the Express Scripts Medicare Prescription Drug Plan and therefore, simply continue to use the Express Scripts Medicare Prescription drug ID cards you were previously provided.**

However, use the new EMHP Health Benefits ID Card for hospital, medical/surgical, mental health and substance use disorder benefits provided by the EMHP.

#### **ENROLLMENT IN EXPRESS SCRIPTS HOME DELIVERY PHARMACY (MAIL ORDER)**

**Q. Do I need to enroll for Home Delivery (mail order) prescription drug benefits again with Express Scripts?**

**A. Yes. Everyone should enroll with Express Scripts, as this will expedite the processing of any maintenance medications you may have now or in the future.**

**Q. How do I enroll with the Home Delivery Pharmacy?**

**A.** There are three easy ways to enroll:

- Enroll online at [www.express-scripts.com](http://www.express-scripts.com) or
- Complete and send in the attached mail order form with your prescription and write your **Identification Number** and **Date of Birth** on your prescription; or
- Call Member Services at 1-866-340-8996, 1-800-716-3231 (TTY)

**Note:** *Maintenance prescriptions* must be filled for a 90 day supply through the ESI Home Delivery Pharmacy or at CVS or Walgreens.

**Q. How can mail order prescriptions be submitted to Express Scripts?**

**A.** Once you enroll with the Home Delivery Pharmacy, your physician simply sends your prescription via "e-script" to Express Scripts.

**Q. If you are currently receiving prescriptions through WellDyne Mail Order, will you need to obtain a new prescription from your physician?**

**A. No.** Your current prescriptions with remaining refills will automatically be transferred to Express Scripts.

**Q. How can you check to see if prescriptions that were transferred to Express Scripts are being processed?**

**A.** You can check if your prescription(s) was transferred online at [www.express-scripts.com](http://www.express-scripts.com) or by calling 1-866-340-8996, 1-800-716-3231 (TTY) to speak to a Member Service Representative.

**Note:** *The following prescriptions may not be transferrable. Therefore, you must obtain a new prescription and submit it to Express Scripts Home Delivery Pharmacy or CVS or Walgreens:*

- *Controlled substances*
- *Compounds*

**Q. How do you pay for mail order prescriptions?**

**A.** You may pay by credit card or by check. **Note:** Express Scripts will allow you to have an outstanding (unpaid) balance of up to \$100.00 before your prescriptions will no longer be filled and payment in full is required. **Payment must be sent within thirty (30) days of the date of Express Scripts invoice.** If after thirty (30) days, you have a balance; Express Scripts will not fill your prescription(s) until the outstanding balance is paid in full.

**Q. When will my mail order prescription arrive?**

**A.** New prescription orders arrive in about 10 business days after Express Scripts receives your complete order. Refills will arrive within seven (7) business days of you requesting a refill, provided it is timely (i.e., not a "refill too soon" which means you have no more than 25% of your prescription left).

**Q. Can my medication be shipped overnight?**

**A. Yes.** However, if you request to have your medication shipped overnight, you will be responsible for delivery/shipping charges.

**Q. Can my medication be shipped to a different address?**

**A. Yes.** If you want Express Scripts to ship your medication to a different address within the United States, you must notify Express Scripts. However, note that Express Scripts can update your information for shipping purposes only.

### **MAILING OF TEMPERATURE-SENSITIVE MEDICATIONS**

**Q. You are concerned that your medication may be affected by temperature extremes if it sits in your mailbox while at work. How do you know if your medication will be effective?**

**A.** Typically, short exposure to temperature or humidity fluctuations should not affect your medication. A government agency studied the effect of temperature changes on the quality of medication at mail order and concluded that even when temperature and humidity fluctuations occurred during shipment the products still met their quality standards.

**Q. How are temperature-sensitive medications protected during delivery?**

**A.** Medications with specific temperature sensitivity are shipped as necessary, such as medications that must remain cold are shipped on ice.

### **FORMULARY, PRIOR AUTHORIZATIONS and WAIVERS**

**Q. Is Express Scripts Basic Formulary different?**

**A. Yes.** For the most up-to-date formulary (list of preferred medications), visit the Express Scripts website at [www.express-scripts.com](http://www.express-scripts.com) or the EMHP website, [www.emhp.org](http://www.emhp.org). A formulary is a list of preferred drugs that have been shown to be safe, effective and have the best cost value for you and the plan.

**Q. Will my current prior authorization on file with WellDyne transfer over to Express Scripts?**

**A. Yes.** Your prior authorizations will transfer to Express Scripts, but upon expiration the prior authorization will need to be renewed with Express Scripts.

**Q. Will my current waiver that is on file at WellDyne transfer over to Express Scripts?**

**A. Yes.** Your approved waiver will transfer to Express Scripts. All waivers are subject to periodic review.

## **CONTROLLED SUBSTANCES, COMPOUNDS AND SPECIALTY DRUGS**

### **Q. Can controlled substances be obtained through Express Scripts Home Delivery Pharmacy?**

A. **Yes.** If the controlled substance is also a maintenance product it is available through Express Scripts. **However, you must mail the hard copy prescription to Express Scripts.** The prescription must be written for the number of pills needed for a 90 day supply with no refills being allowed. Also, there must be a diagnosis written on the prescription in order for the prescription to be filled. If you are unsure about whether your medication is a controlled substance, please call Express Scripts at 1-866-340-8996, 1-800-716-3231 (TTY), **after January 1, 2022** to speak with a customer service advocate to determine if your controlled substance drug(s) can be dispensed through the Express Script Mail Service Pharmacy.

### **Q. Will prescriptions for compounds or controlled substances transfer to Express Scripts?**

A. **No.** Compound and controlled substance prescriptions cannot be transferred. You must obtain a new prescription from your physician and submit your prescription to Express Scripts Home Delivery Pharmacy.

### **Q. Can Specialty Drugs still be obtained through mail order?**

A. **Yes.** You must use Accredo, Express Script's specialty pharmacy. Accredo has expertise in these specialty medications and the diseases they treat and can provide a level of counseling to patients, caregivers and prescribers that is not available through retail or neighborhood pharmacies. Accredo is committed to providing patients with the highest quality of care at the lowest possible costs. If you have questions with regard to your specialty medication you can contact Accredo at 1-866-716-8335.

## **REFILLS**

### **Q. When ordering through the Home Delivery Pharmacy, will your prescriptions be automatically refilled or will you have to order them?**

A. **Your prescriptions will NOT be filled automatically.** You should order refills about three weeks before you run out of your medication. Refills can be ordered 24/7 on line at [www.express-scripts.com](http://www.express-scripts.com) ; or by using the ESI mobile app.; or by calling Express Scripts automated prescription line at 1-866-340-8996, 1-800-716-3231 (TTY) or by completing and returning the reorder form sent with your previous order. In addition, you can set up a re-fill reminder on your profile on the ESI website.

### **Q. Can you obtain an emergency refill?**

A. **Yes.** If you need help getting your medications due to an emergency or natural disaster, call Express Scripts Customer Service at 1-866-340-8996, 1-800-716-3231 (TTY). When approved by EMHP, Express Scripts can help you get an immediate refill. In addition, you can also call Employee Benefits directly at 631-853-4866 (Monday – Friday 8 A.M. – 4 P.M.) to request assistance with your emergency refill.

## UTILIZING RETAIL PHARMACIES

**Q. Can you still use a retail pharmacy?**

A. You can use a retail pharmacy to fill up to a 21-day supply of non-maintenance medications. For maintenance medications, a member can receive 2 fills up to a 21 day supply at any participating retail pharmacy. Upon the third fill, members must use either the Express Scripts Home Delivery Pharmacy or CVS or Walgreens and fill a 90 day supply.

**Q. If you are taking maintenance medication that is being regulated every thirty (30) days until the dosage is right, will you be able to fill at a retail pharmacy until medication is regulated?**

A. **Yes**, your script will be filled for a 21-day supply at the applicable retail co-pay, not for a 30-day supply.

## WEBSITE

**Q. Can you access Express Scripts website?**

A. **Yes**. Once you register **on or after January 1, 2022**, you can begin using the Express Scripts website, [www.express-scripts.com](http://www.express-scripts.com). The Express Scripts' website is easy to use. The website offers a fast, safe and secure way to refill Home Delivery prescriptions, manage your account, obtain drug pricing information and more. You can visit Express Scripts website at [www.express-scripts.com](http://www.express-scripts.com) any time **after** January 1, 2022 to do the following:

- You can sign up on-line under the member portal or with member services to receive text messages and emails that remind you to refill and take your medications.
- You can see the status of your prescriptions, review past orders and list any over-the-counter drugs you take.
- You can view your prescription claims processed by Express Scripts.

## QUESTIONS AND ADDITIONAL INFORMATION

**Q. If you have questions, issues or just want to learn more about your prescription benefits, can you contact Express Scripts now?**

A. **No**. All contact with Express Scripts must be **on or after January 1, 2022**. You can contact them as follows:

Website – [www.express-scripts.com](http://www.express-scripts.com)

Customer Service & Mail Service Pharmacy - 1-866-340-8996, 1-800716-3231 (TTY)

(For general benefit information as well as mail service refills, order information, or to talk with a pharmacist)