

Express Scripts – Frequently Asked Questions

The New York Power Authority prescription plan is managed by Express Scripts. **(For participants enrolled in a United Healthcare medical plan.)**

With Express Scripts, you have access to:

- **A large network of participating retail pharmacies.** There are nearly 60,000 pharmacies that participate in the Express Scripts network (i.e. CVS, Kinney Drugs, Rite Aid, Walmart.) To locate a pharmacy, visit their website, www.Express-Scripts.com.
- **Convenient home delivery services through the Express Scripts PharmacySM.** You will be able to have up to a 90-day supply of long-term medicine delivered directly to you. A long-term medicine is one that is taken for 3 months or more, to treat an ongoing condition, such as high blood pressure, high cholesterol, or diabetes.
- **Helpful resources on Express-Scripts.com.** These resources include the ability to order refills and renewals; check order status; compare medication costs to find potential lower-cost options under your plan; receive timely medication-related safety alerts; check claims, balances and make payments; obtain forms and much more. You can register at www.Express-Scripts.com. Have the member ID number from your member ID card handy.
- **Stay on track with the help of the Express Scripts Mobile App.** You can download it free from your mobile app store. From anywhere, anytime, you can check order status; refill and renew orders; locate a pharmacy and get directions; check drug interactions; set up medication alerts; access your virtual member ID card and much more.
- **Express Scripts Member Services representatives.** Representatives will be available 24 hours a day, 7 days a week, to assist with questions about your benefits or orders.
- **Specialist Pharmacists.** Express Scripts Specialist Pharmacists have expertise in the long-term medicines used to treat diabetes, heart disease, high cholesterol, high blood pressure, asthma, arthritis, migraines, depression, and cancer. They can answer your medication questions, help you avoid drug interactions and even help you and your doctor identify potential prescription savings.

General Information

Q: Is there a separate pharmacy ID card?

A: Yes. Please show your Express Scripts member ID card to your pharmacist when filling a prescription for yourself or a covered family member. You will also be able to access your member ID card anytime from your Smartphone if you download the Express Scripts Mobile App.

Q: What if I do not receive my member ID card?

A: If you don't have your Express Scripts member ID card, you can visit www.Express-Scripts.com to print a temporary prescription card. You can call the Express Scripts Member Services to order a new ID card. Also, if you download the Express Scripts Mobile App to your Smartphone, you will be able to access your Express Scripts ID card anytime.

Pharmacy Coverage

Q: How do I maximize my prescription drug coverage benefits?

A: The following will help to maximize your prescription drug coverage benefits:

- Use generic drugs whenever possible.
- If you are taking a brand-name drug that is not on your formulary, ask your doctor if a formulary drug or a generic would be right for you.
- Use your Home Delivery program for maintenance medications. Maintenance medications are prescription drugs that you take regularly to treat ongoing conditions like diabetes, high blood pressure and asthma. You can usually save time and money by using the Express Scripts Pharmacy to fill your maintenance medications.
- Use participating local pharmacies to fill your short-term prescriptions. For example, your doctor might prescribe a 15-day medication for an infection. You should always get these types of medications from a participating local pharmacy.

Q: Are generics safe?

A: Yes. Generic drugs, like brand-name drugs, must meet established FDA standards of quality and purity to help ensure their safety and effectiveness, and they usually cost less. Generic versions have the same active ingredients as their brand-name counterparts, and they are equal in strength and dosage. Sometimes drug manufacturers use different inactive ingredients, such as fillers and dyes, which affect a drug's shape, color, size, or taste.

Q: Why should I consider generics or preferred brand-name drugs?

A: You may save money by taking generics or preferred brand-name drugs because they usually cost less under your plan than non-preferred brand-name drugs. Many new generics have become available. If you are taking a non-preferred drug, ask your doctor whether a lower-cost option would be right for you.

Q: How do I know whether my medication is covered or whether there is a generic equivalent?

A: To find coverage and pricing details online, and to find out if your medication has a generic equivalent, sign in at www.Express-Scripts.com and select "Price a Medication" from the drop-down menu under "Manage Prescriptions." After you look up a medication's name, click "View Coverage Notes."

Q: What if my medication is no longer covered on the Preferred Drug List (PDL)?

A: Each Pharmacy Benefit Manager develops its own Preferred Drug List (PDL), which is reviewed by a group of expert health professionals to ensure the list offers safe and effective medications that are also cost-effective. As new drugs become available, ESI updates the formulary to get safer and more effective medications to its members. Medications may be added, change tiers, and some may be removed. You can look up your prescriptions at the ESI website or call Member Services.

Q: What happens if I go to a pharmacy that is not in the Express Scripts network?

A: If you go to a pharmacy that is outside the Express Scripts network, you will need to fill out a claim form to be reimbursed.

Home Delivery

Q: What is the Express Scripts Pharmacy Home Delivery service?

A: The Express Scripts Pharmacy Home Delivery is a home delivery service available as part of your New York Power Authority prescription drug plan. With Express Scripts Home Delivery, you will save when you fill your long-term prescriptions for up to a 90-day supply.

Q: How can I start using the Express Scripts Pharmacy Home Delivery service?

A: To get started using the Express Scripts Pharmacy for medications you take on an ongoing basis, ask your doctor to write a prescription for up to a 90 day supply, plus refills for up to 1 year (as appropriate). To fill the prescription, you may:

- Ask your doctor to call Member Services for instructions on how to fax the prescription. Your doctor must have your member ID number (which is on your member ID card) to fax your prescription.
- To order a refill, you can call Express Scripts Member Services. You will need to have your prescription number handy when you call.
- To order a refill online, register at the Express Scripts website www.Express-Scripts.com.

Q: Is there an additional charge for shipping and handling with Home Delivery?

A: No. Medications are shipped via standard service at no cost to you. Express shipping is also available for an additional fee.

Q: How soon will I receive my Home Delivery prescription, and how can I check the status of my order?

A: Orders are usually processed and mailed within 48 hours of receipt. Please allow 8 days from the day you mail in your prescription. You can check on the status of your order by logging in to www.Express-Scripts.com and selecting “Check Order Status” from the drop-down menu under “Manage Prescriptions.” Or you can call Member Services and use the

automated system. If you are a first-time visitor, take a moment to register. Have your member ID number handy.

Q: How do I pay for my Home Delivery prescriptions?

A: You can pay by check, money order or credit card. If you prefer to use a credit card, you have the option of joining Express Scripts' automatic payment program by calling Member Services or by enrolling online. If you currently use a credit card for your home delivery prescriptions, you will need to contact Express Scripts with your credit card information, as this information cannot be transferred.

Specialty Medications

Q: What do I need to know if I take a specialty medication?

A: Specialty medications are drugs that are used to treat complex conditions, such as cancer, multiple sclerosis, and rheumatoid arthritis. Accredo, an Express Scripts specialty pharmacy, is composed of therapy-specific teams that provide an enhanced level of individual service to patients with special therapy needs. Whether they are administered by a healthcare professional, self-injected, or taken by mouth, specialty medications require an enhanced level of service.

An Accredo patient-care representative will work with your doctor to help make the transition smooth for you. Request your new prescription at least two weeks before your supply runs out.

Q: Is there an extra cost to use Accredo's services?

A: No. Accredo is part of your prescription drug benefit.

Q: Can I order all my medications from Accredo?

A: No. Accredo dispenses only specialty medications.

Express Scripts' Website and Mobile App

Q: How do I register with the Express Scripts website?

A: Visit www.Express-Scripts.com to register. You will be asked to provide your Express Scripts ID number and email address.

Q: What can I do on the Express Scripts website?

A: You can visit www.Express-Scripts.com to get information about your plan, find participating retail pharmacies near you and see how much certain medications will cost. You will be able to visit the website to refill Home Delivery prescriptions online, receive timely medication alerts, find potential lower-cost options available under your plan and ask questions of a pharmacist online.

Q: How do I download the Express Scripts Mobile App?

A: Visit your Smartphone's or tablet's market or store and search for "Express Scripts". It is free to download and use.

Q: What can I do on the Express Scripts Mobile App?

A: You can use the app to view your medications and set reminders for when to take them or to notify you when you are running low. You can also get personalized alerts, check for lower-cost prescription options available under your plan and display a virtual member ID card that you can present at the pharmacy.

Privacy Information

Q: Who has access to my prescription information?

A: Express Scripts has a strong commitment to your privacy. Express Scripts has established effective administrative and technical safeguards to protect the confidentiality of your prescriptions and other information and to secure this information from unauthorized or improper access, disclosure, or use. In addition, Express Scripts does not sell individually identifiable information nor lists of members and their covered dependents to outside companies for solicitation or marketing purposes.