

# Common Questions About the New Express Scripts Website

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## Viewing Prescription and Family Member Information

### I can't see prescriptions for other adults in my household. How can I view their information?

Our new site provides enhanced privacy for **all adults** in your household.

- Each member over age 18 must register separately.
- When you provide a recent prescription number during registration, you will be able to view your personalized information to order refills online, view and manage your medication history, check the status of an order, receive safety alerts and more.

When you provide a prescription number, you can choose to give permission to other adults in the household to view your information by enabling the "Household view" option. Those adults can then place orders for your medications, view your prescription history, and more. Likewise, when other adults in the household enable the "Household view" option, you can do the same for them. Each adult in the household controls whether their information can be viewed by others or not. The primary cardholder can also allow information on minor dependents to be visible to their spouse.

There are two ways for adults turn "on" Household view and share their information:

- During Registration: Each adult who provides a prescription number during registration will be prompted to choose whether Household view is "on" or "off."
- After Registration: Each adult can specify Household view settings any time after registration, as long as they have already provided a prescription number. Just log in and select "Account settings" from the left-hand menu. Scroll to the "Personal preferences" section shown below and select the "Edit preferences" link to change your settings.

The screenshot shows a user account settings page. On the left, there is a sidebar titled "Your preferences" with three items: "Personal preferences" (selected), "E-delivery preferences", and "Retail pharmacy". The main content area is titled "Personal preferences" and contains a table of settings. The "Edit preferences" link in the top right corner of the main content area is circled in red.

Personal preferences		<a href="#">Edit preferences</a>
View the full name for each drug	<input type="checkbox"/>	off
Household view: Share your prescription information with your spouse or domestic partner	<input type="checkbox"/>	off
Household view: Share your prescription information with adult dependent(s) of your household	<input type="checkbox"/>	off
Preferred language	<input type="text"/>	English
Smart90 Options	<input type="checkbox"/>	on

If you are unable to grant household view, you can still order a mail-order prescription for another covered family member, provided you have the prescription number. This can be done on an individual basis only and will not give you access to any other information including order status, prescription history and claims. It is strongly recommended to enable household view where possible to help ensure access to full functionality.

## Refills, Auto Refills, and Renewals

### How do I refill or renew prescriptions on the new site?

The new site makes it easier than ever to order your Home Delivery prescriptions. When you sign in, we'll automatically take you to the Order center, where your Home Delivery prescriptions will be listed by patient (as shown below). You can then order refills and renewals together in one simple checkout process. Just select the prescriptions you need and follow the prompts to check out. It's that simple!

### Mail order prescriptions you can **order today**

- ▶ Check the box next to the prescriptions you want to order and click "add to shopping cart."
- ▶ Looking for recent orders? Check [order status](#) or [prescription history](#).
- ▶ Don't see a prescription? [Click here](#)
- ▶ You have 1 prescription(s) [hidden from view](#)

#### Patient 1

<input type="checkbox"/> <b>DRUG NAME HERE, STRENGTH</b> Rx# 123456789012 <a href="#">View details</a>   <a href="#">remove from list</a>	<b>Refill past due. You may be running out of this medication.</b> <b>Refill now</b>   <a href="#">View your options</a>
<input type="checkbox"/> <b>DRUG NAME HERE, STRENGTH</b> Rx# 999999999999 <a href="#">view details</a>   <a href="#">remove from list</a>	<b>Refill now</b> If ordered today, will process on June 30, 2012
<input type="checkbox"/> <b>DRUG NAME HERE, STRENGTH</b> Rx# 888888888888 <a href="#">view details</a>   <a href="#">remove from list</a>	<b>Renew now</b> We will contact your doctor.

#### Patient 2

<input type="checkbox"/> <b>DRUG NAME HERE, STRENGTH</b> Rx# 777777777777 <a href="#">view details</a>   <a href="#">remove from list</a>	<b>Refill now</b> If ordered today, will process on June 30, 2012
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[add to shopping cart](#)

**Do Auto Refills work the same way as before?**

Auto Refills are now called “Worry-Free Fills®.” You can still enroll prescriptions any time, and you’ll continue to receive a notification before we process your order, allowing you to change the processing date or cancel the order if needed.

Please note: We currently do not offer the ability to enroll **all future** prescriptions in the Worry-Free Fills program. This option may be added to the new site as a future enhancement.

**Are my previous Auto Refills still enrolled in the program?**

Yes, any prescriptions that were previously enrolled in Auto Refills have been put in the Worry-Free Fills program.

**Will I still receive reminders for refills and prescriptions that need to be renewed?**

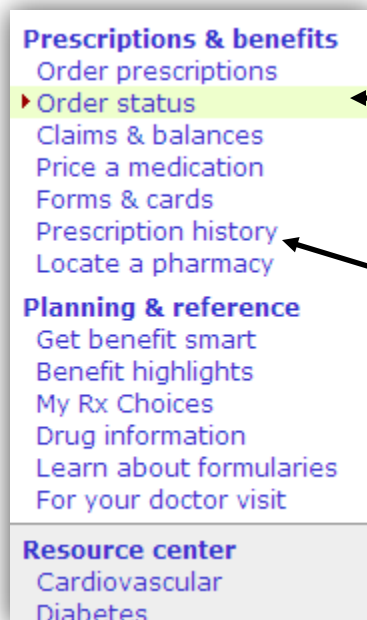
Yes, members who were previously set up to receive these reminders will continue to get them. In addition, many users who previously could *not* receive these reminders will now have access to this helpful feature.

Please note the following details:

- In some cases, your reminders may now be sent from “the Medco Pharmacy.” The Medco Pharmacy is now part of the Express Scripts family of pharmacies.
- If we have an email address on file for you, then you will receive the reminders via email. Otherwise you will receive the reminders by phone.
- If you previously requested that Express Scripts **not** contact you, then we will not send you these reminders.

## Order Status, Prescription History, and Other Key Features

### How do I view order status information on the new site?



To check on orders you've placed **since moving to the new site**, click the Order status link in the main navigation area.

To view information about **all orders from the last 18 months**, go to the Prescription history feature.

### What if I still don't see the status of a recent order?

In rare cases, you may not be able to view a recent order until it has shipped. If you do not see a recent order in either the Order status or Prescription history sections, please call the number on your member ID card and we'll be glad to assist you.

### Has the order status information been improved?

Yes. You'll now have access to the same information you're used to, *plus*:

- Estimated shipping dates
- Links to invoice information
- Shipment tracking numbers for all orders sent via USPS

We're also making it easier to track the status of *requests* you've sent to your doctor through our site (such as prescription renewals or transfers to Home Delivery). You can now track these requests on the **same** Order status page as your other orders, giving you a simple, single location for all medications you're expecting from our pharmacy.

### Can I still view my past prescription history through the new site?

Yes, you'll be able to view up to 18 months of prescription claim history from your current benefit, both for retail and for Home Delivery prescriptions. Just use the Prescription history feature in the main navigation.

### Can I still switch prescriptions from local pharmacies to Home Delivery?

Yes, the site provides two ways to ask your doctor to switch prescriptions to Home Delivery.

**Option 1, Order center:** If you have prescriptions you can switch to Home Delivery, they'll be listed near the bottom of the home page in a section called Transfer your retail prescriptions (see example below). Just select the prescriptions you want us to contact your doctor about, and then follow the prompts to continue.

**Transfer your retail prescriptions**

Listed below are the medications you take on an ongoing basis and currently receive through your retail pharmacy. You can request to transfer any or all of these medications to the mail service today. Check the box next to each of the medications to check pricing and confirm your transfer request.

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**Patient 1**  **DRUG NAME HERE, STRENGTH HERE**  
*Date of Birth here*

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**Patient 2**  **DRUG NAME HERE, STRENGTH HERE**  
*Date of Birth here*

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[continue](#)

**Option 2, My Rx Choices®:** You can also use our prescription savings program, My Rx Choices, to transfer retail prescriptions to Home Delivery. Furthermore, My Rx Choices® will also display your potential savings if you choose generic or lower-cost brand-name drugs.

### **Are all the other key features of the website still available?**

Yes, you'll find the same key features from our previous site, and many have been improved. Key features include:

- Order prescriptions (refills and renewals)
- Transfer prescriptions from retail pharmacies
- Order status
- Prescription claims, benefit plan balances (e.g., deductible), & mail order payments
- Price a medication, with additional coverage and pricing details
- Forms & cards
- Prescription history
- Locate a pharmacy
- Benefit highlights (co-payments and coverage details)
- My Rx Choices® (potential savings opportunities)
- Drug information (including medication pictures and common questions)
- Preferred drug list (formulary)

### **Does the new site offer any specific features for Medicare members?**

Yes. The following features were previously unavailable to Medicare members, but *are* now available through our new site:

- Explanation of Benefit statements
- Prescription history
- Locate a pharmacy, including dedicated listings of Long-Term Care and Home Infusion pharmacies
- Benefit highlights (co-payments and coverage details)
- Drug information (including medication pictures and common questions)
- Preferred drug list (formulary)
- My Rx Choices (savings opportunities)
- A Spanish version of the website

## Payment/Billing for Mail Order Prescriptions

**I was unable to make payments online with the previous Express Scripts site. Does the new site offer this feature?**

Yes, the new site allows the primary cardholder to make payments for all members of the household. In addition, other covered adults can make payments for all members they're authorized to view.

To make a payment, refer to the steps and picture below:

1. Click the Claims & Balances option in the main navigation.
2. Select the Mail order payments tab.
3. Your current balance will then be displayed. If you have a balance due, we'll provide the option to make a payment.

The screenshot shows the 'Claims & balances' page. On the left, a navigation menu has 'Claims & balances' highlighted with a red circle and the number 1. The main content area has a sub-header 'Claims & balances' and a description: 'Find your prescription claim details and mail order payment details here. Simply'. Below this are two tabs: 'Prescription claims & history' and 'Mail order payments', with the second tab highlighted by a red circle and the number 2. Under the 'Mail order payments' tab, there is a section for 'Current balance' which displays '\$0.00' in a green box, highlighted by a red circle and the number 3.

**Can I still make payments in installments, similar to the Bill Me Later® option on the previous site?**

Yes. Although the new site does not offer the Bill Me Later® program from the previous site, we do offer an Extended Payment Program option. To enroll in the program, select Account settings from the left hand menu", select "Payment information" and follow the prompts.

In addition to the installment program, the new site also offers an E-check billing option (sometimes called "electronic funds transfer"). When you pay for mail-order prescriptions with e-check, co-payments or coinsurance charges are deducted from



your checking account. It's a secure and convenient to pay without having to write checks or keep up with a monthly credit card bill.

## **Mobile Features**

### **Can I still use the ExpressRx app on my phone or mobile device?**

No, the ExpressRx mobile app will no longer work with our new site. However, we do offer a **new app** in its place.

As long as you are registered on Express-Scripts.com, you can use the new app, entitled "Express Scripts." The app is available for iPhone, Android and BlackBerry smartphones. Simply go to your smartphone app store, search for the app entitled "Express Scripts," and download it for free.