General

What can I do using the ESI mobile applications?
With new mobile app and optimized site, Express Scripts members will be able to securely access the following functions:

- **Start Home Delivery** – transfer available maintenance medications to the Express Scripts Pharmacy
- **Order Refills** – select and schedule prescriptions to be refilled from the Express Scripts Pharmacy
- **Check Order Status** – check to see if an Express Scripts Pharmacy order has shipped, the ship date and by what method
- **Find a Pharmacy** – locate a nearby retail pharmacy using the GPS technology built into a smartphone
- **Drug Information** – access *Drug Digest* database to look up drug information, common uses and possible side effects

What do I need to do to try one of the applications?
1. Register an account for http://www.express-scripts.com from your computer's browser.
2. Access our mobile capabilities:
   - Go to http://m.esrx.com from your smartphone browser, or
   - Download *Express Rx* for free from the Apple iPhone App Store, or
   - Download *Express Rx* for free from the Android Market

Where do I get a User ID and Password to log in?
Register an account for http://www.express-scripts.com from your computer's browser.

I am an Express Scripts member, and I have an ID on my company's website. Why can't I log in?
If your company has its own website that you use to manage your Express Scripts benefits, your login ID and password to your company's website will not work on the ESI mobile applications. You will need to obtain a registration directly on the Express Scripts Member website. Register an account for http://www.express-scripts.com from your computer's browser.

Which application should I use?
- You can access the Mobile Optimized Website with the browser that is installed on your:
   - iPhone/iTouch/iPad devices
   - Android
   - Windows Mobile IE
   - Blackberry
- You can use *Express RX* for iPhone with any iOS device running iOS 3.1.3 or higher, including the iPhone, iPad, and iPod Touch.
- *Express Rx* for Android will work on any Android device running Android 2.1 or higher.

Why can't I register on my mobile phone?
Registering for a new account involves entering a lot of identifying information, and reading and agreeing to our Privacy Policy and Terms of Service. We've found it is much easier to complete these tasks on a larger computer screen.

Who can use the mobile applications?
In general, members who have an Express Scripts account can use the mobile applications. There are a few exceptions, though, which include:

- Department of Defense members cannot currently use the application. Discussions are underway to bring these capabilities to DoD members.
- Specialty-only members cannot use the application. If you have both specialty and PBM benefits, you can use the application to access your PBM benefits and medications only provided you are not a DoD or WellPoint member. Specialty drugs are not currently displayed.
- WellPoint Health Plan members who access ESI through Anthem.com do not have Express Scripts accounts and cannot use the application.

Why can't I see the prescription that I want to refill?
Only prescriptions that can be processed currently are show in the application. You will not see your prescription if it is expired, has no fills that need renewal, or if you are already enrolled in the Auto-Refills program.

How can I update my payment method, shipping address, or contact information?
The mobile applications will only use information that you already have set up. If you want to change your payment method, shipping address, contact phone, or contact email you will need to go to the full website on your computer.

Why can't I see my prescription in the Starting Home Delivery section?
Only prescriptions that can be converted from Retail to Mail are shown in the Express Rx for iOS. You cannot convert a prescription from the brand to a generic therapeutic equivalent using the mobile applications.

Why doesn't my order show up in the Order Status section?
Only orders that were placed within the last 6 months will be displayed. You will see 5 results per page, and the application will only show a maximum of 100 orders.

Apple iPhone

What version of iOS do I need?
You can use the iPhone application with any iOS device running iOS 3.1.3 or higher, including the iPhone, iPad, and iPod Touch.

How can I get the Find a Pharmacy option to find my current location?
If your device has the wrong location for you, simply press the lower left button to reset your location and search for the nearest pharmacies.

Can I use the iPhone application on my iPad?
Yes, you can, but the application is not optimized for an iPad. This means that, while it will function, it might not fit the screen as well as it would for an iPhone.

Android

Why can't I find the application in the Android market?
The Android market filters applications based on the capabilities of your mobile device. So if your Mobile device isn't running the minimum Android software version, you cannot see the application in the Market.

What version of Android do I need?
You need a minimum of Android SDK version 2.1-update1

How can I find out what version my Android device is using?
In general you can:
1) Run your settings app.
2) Select About phone.
3) Select Software information
4) The Android version should be listed.
5) Since phone information varies by phone. You may need to refer to your phones documentation or ask the dealer that sold you the phone.