

# Have questions about getting your medications delivered?



**Q: What are the benefits of using home delivery from Express Scripts® Pharmacy?**

A: It's convenient and may be the most cost-effective way to get your maintenance medications. We deliver to your home or workplace – or to any specified location – to make sure you get your medication when and where you need it. You will also enjoy:

- FREE standard shipping
- A hassle-free automatic refill program, saving you trips to the pharmacy
- Helpful digital tools that make it easier to keep on track with your medications
- 24/7 access to pharmacists – there's always someone here to help

**Q: How do I start using Express Scripts® Pharmacy?**

A: There are three easy ways to get started:

- Option 1: Ask your doctor to send a new electronic prescription for up to a 90-day supply, plus three 90-day refills (if appropriate) to Express Scripts® Pharmacy.
- Option 2: Download the Express Scripts® mobile app or visit [express-scripts.com/hd](https://www.express-scripts.com/hd). Register and follow the prompts to move your prescriptions to home delivery.
- Option 3: Call us at the number on the back of your member ID card any time. We're happy to help.

Express Scripts® Pharmacy will work with your doctor as needed to get your prescriptions processed. If we can't reach your doctor, we'll let you know.

**Q: What if I'm already using a home delivery pharmacy and my prescriptions were transferred to Express Scripts® Pharmacy?**

A: Your prescriptions automatically transfer over to Express Scripts® Pharmacy from your previous home delivery pharmacy within a few days of your effective date. At that time, all you need to do is to download the Express Scripts® mobile app or visit [express-scripts.com/hd](https://www.express-scripts.com/hd). In just a few minutes, you can register and order your medications. You will not need a new prescription to get your delivery.

If your medication is a controlled or compound medication, or your prescription is expired or out of refills, then you will need to get a new prescription from your doctor. Simply ask for your prescription to be sent electronically to Express Scripts® Pharmacy or to be faxed to 800.837.0959. Or you can call Express Scripts® Pharmacy at the number on the back of your Member ID card and we will contact your doctor for you. Please have your Member ID, medication name, doctor's contact information and method of payment ready when you call.

**Q: What medications can be delivered?**

A: Having your medication delivered is only for maintenance medicine that you take daily or regularly for an ongoing condition. These often come in a 90-day supply, meaning you are less likely to miss a dose, which can keep you healthier as compared to 30-day.

**Q: Is it safe to get my medications delivered?**

A: It's very safe. Millions of people have their medications delivered every day. We make sure packaging is confidential, tamper evident and weather resistant. If your medication requires specific temperature control, we use special packaging and coolant packs, adjusting for weather forecast and climate.

**Q: How long will it take to receive my home delivery medications?**

A: After we receive your prescription from your doctor, your medication usually arrives within 2-4 days. It may take longer if Express Scripts® Pharmacy needs additional information from your doctor or if your medication is temporarily unavailable. If so, Express Scripts® Pharmacy will notify you and give you options. You can always track the progress of your medication shipment online or through the Express Scripts® mobile app.

**Q: How do I refill my prescriptions?**

A: Automatic refills from Express Scripts® Pharmacy are available for qualifying long-term, daily medications. When you enroll prescriptions into the auto-refill program, your prescriptions will be automatically refilled and shipped to you at the appropriate time. Express Scripts® Pharmacy will contact you before processing the order to confirm delivery. You can make changes to the delivery date, address, and more on the mobile app and website.

You can set up automatic refills on the Express Scripts® mobile app or at [express-scripts.com/hd](https://www.express-scripts.com/hd). After you sign in to your account, you simply select the prescriptions you'd like to have automatically refilled and follow the prompts. You can also speak directly to an Express Scripts® Pharmacy patient care advocate to enroll your prescription(s) in the auto-refill program by calling the toll-free number on the back of your member ID card.

If you choose not to enroll in automatic refills, you can order a refill when needed on the Express Scripts® mobile app, at [express-scripts.com/hd](https://www.express-scripts.com/hd) or by calling the toll-free number on the back of your member ID card, all available 24 hours a day, 7 days a week.

**Q: What if I have a question about my medication or want to talk to a pharmacist? Where do I call with additional questions or for help?**

A: You can always reach a live person to help you at Express Scripts® Pharmacy – a patient care advocate or a pharmacist – 24 hours a day, 7 days a week. Simply contact Express Scripts® Pharmacy using the toll-free number on the back of your member ID card.

Have other questions about home delivery, payment methods, or more? **Visit [express-scripts.com/hd](https://www.express-scripts.com/hd)** for answers.

## Three easy ways to switch to Express Scripts® Pharmacy



**ePrescribe**

Ask your doctor to send your prescriptions electronically to Express Scripts® Pharmacy.



**Online**

Visit [express-scripts.com/hd](https://www.express-scripts.com/hd) or download the **Express Scripts® mobile app**.

After activating your account, you'll be able to view your eligible prescriptions and savings, and simply click to transfer them to home delivery.



**Phone**

Call the number on the back of your member ID card to learn how to get your long-term, maintenance medications delivered by Express Scripts® Pharmacy. TTY users: 1.800.716.3231

**We're glad to answer any questions you might have. Just give us a call.**