



Welcome to Express Scripts Pharmacy by Evernorth[®]



With your benefits from <CLIENT>, you can get 3-month supplies of your maintenance medications delivered right to your door from Express Scripts Pharmacy.

Along with simple, stress-free ordering and delivery that can save you time and money, you'll also enjoy:



Standard shipping included at no cost to you¹



Easy automatic refills for qualifying medications so you never run out or miss a refill²



Our convenient mobile app so you can refill medications, track orders, transfer prescriptions to our pharmacy and make payments from anywhere



24/7 access to pharmacists and patient care advocates to answer your questions

Three easy ways to switch to Express Scripts Pharmacy

ePrescribe

Ask your doctor to send your prescriptions electronically to Express Scripts Pharmacy. This is the fastest way to get your medication.

Online

Visit express-scripts.com/rx or download the **Express Scripts[®] mobile app**. After creating your account, you may see existing prescriptions eligible for home delivery. If you don't, select "Request an Rx" and follow the prompts.

Phone

Call the number on the back of your prescription ID card to learn how to get your maintenance medications delivered by Express Scripts Pharmacy. TTY users can call 800.759.1089.

**Express Scripts
Pharmacy**
By **EVERNORTH**

<CO BRANDING>

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FAQ

Q: What medications can be delivered?

A: Maintenance medications that you take daily or regularly for an ongoing condition can be delivered right to your door. You can usually get these in a 3-month versus a 1-month supply, so you are less likely to run out of medication or miss a refill.

Q: Is it safe to get my medications delivered?

A: It's very safe. Millions of people have their medications delivered every day. You can depend on us for quality prescription medication. Express Scripts Pharmacy ensures packaging is confidential, tamper evident and weather resistant. If your medication requires specific temperature control, it is shipped using special packaging and coolant packs, which are adjusted for weather forecast and climate.

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

A: For new prescriptions and transfers, your medication will normally arrive within 7 to 10 days after we receive a new prescription. Refills take less time and usually arrive within 5 to 8 days after we get your order. Your prescription may take longer if we need more information. Standard shipping is free. Next-day or two-day shipping is available for an extra charge. Check your order status online in real time at express-scripts.com/rx or in the mobile app.

Q: How do I refill my prescriptions?

A: If you aren't enrolled in automatic refills, you can order a refill when needed on the mobile app or website, or by calling the toll-free number on the back of your prescription ID card. All are available 24 hours a day, 7 days a week.

Q: How do I enroll in automatic refills?

A: You can get automatic refills for qualifying long-term medications.² When you enroll prescriptions in 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 refill date, the 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/rx. After you log in to your account, simply select the prescriptions you'd like to have automatically refilled (you'll see an icon or button next to the ones that are eligible) 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; simply call the toll-free number on the back of your prescription ID card.

Q: What if I have a question about my medication or want to talk to a pharmacist?

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

1. Standard shipping costs are included as part of your prescription plan.

2. Not all medications are eligible for auto-refill. Some states or plans may require ongoing consent for auto-refill.