Frequently Asked Questions (FAQs)
about the new Express Scripts website

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Viewing Prescription and Family Member Information

Why can't I see my prescriptions on the website?

The main page of the website works like a dashboard – displaying what you need to see right up front. All of your prescriptions that you currently take are listed in **Prescriptions**. If you have not taken any medications within the last 6 months you may not see anything on the dashboard. However, all prescriptions will appear in your **Prescription History**, which includes the most recent 24-month period. Click **View Rx History**.

If you filled a prescription under your benefit within the past 12 months and you do not see it, you should be automatically prompted to enter a recent prescription number to further verify your account, enabling you to view and manage all your prescriptions.

If you do not see your prescription information and were not automatically prompted to provide a prescription number, you can enter one by selecting "Manage Personal Information" under **My Account**.

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 household members 18 years of age and older**. Each adult in your household has the option to share their own prescription information so that it can be viewed by others in the same household. Each adult controls their own privacy.

Adult members can specify or change household view preferences during registration or anytime after registration by selecting "Manage Personal Information" under **My Account**. Please note the following:

- For an adult to grant access to another, each household member must register separately. Registered adults can then:

- o Allow others to see their personal information by selecting names from the list presented in the household view option.
  - o View and manage your own and other household members' prescription information (depending on each members' preferences)
- When household members share their prescription information, they allow others to refill and renew prescriptions, view prescription history, pay balances and more, on their behalf.
- The primary plan member can automatically view and manage prescription information for dependents under the age of 18 and allow that information to be viewed and managed by their spouse/domestic partner.
- Household View is not available to members who do not have any prescription numbers in their prescription history.

Household view options do not appear for **Medicare Part D** program members because it is an individual benefit.

Refills, Auto Refills, and Renewals

How do I refill or renew prescriptions?
The main page of the website works like a dashboard – displaying what you need to see right up front. Available prescriptions are displayed just below **Order Status**. You will see all prescriptions for you and any household members who have allowed you to view their information. Simply click **Add to Cart** to refill or renew each of the home delivery medications. For more information about a particular prescription, click **View details**. **View Rx History** provides you with a quick view of prescription history.

To review the items you added to the cart, move your cursor over the shopping cart, located in the top right-hand corner on every page, and a box will display showing what is in your cart. Click **Checkout** whenever you're ready to complete the order process.

Do Auto Refills work the same way as before?

Auto Refills are now called **Worry-Free Fills®.** You can enroll prescriptions in Worry-Free Fills any time, and continue to receive a notification before an order is processed, allowing you to change the processing date or cancel the order if needed.

Are my previous Auto Refills still enrolled in the program?

Yes, any prescriptions that were previously in Auto Refills are automatically enrolled in **Worry-Free Fills**.

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

Yes, if you were previously receiving these reminders you 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:

- If an email address is on file for you, you will receive reminders via email. Otherwise you will receive reminders by phone.
- If you previously requested that Express Scripts **not** contact you, then no reminders will be sent.
- You can change your notification preference anytime by selecting "Select Communication Preferences" under **My Account**.

Order Status, Prescription History, and Other Key Features

How do I view order status information?

The main page of the website works like a dashboard – displaying what you need to see right up front. You'll see recent order status at the top of the page, showing the drug name and shipping status. Click on **View details** for more information, including the prescription number, doctor's name and a direct link to track shipping, if applicable. Don't see an order? Be sure to click the arrow on the left and right to scroll from side-to-side through all recent orders. To get the status for all your orders, simply click the **View All Orders** button on the left.
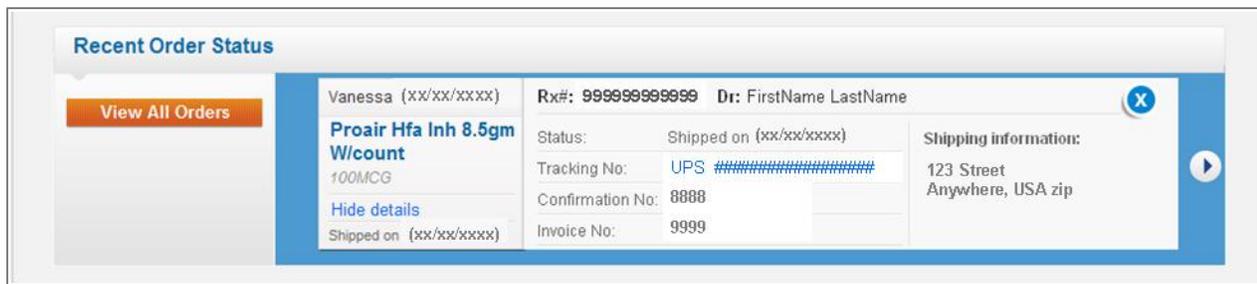
What if I still don't see the status of a recent order?

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 **Prescriptions** section, please call the number on your member ID card and we will assist you.

Has the order status information been improved?

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

- 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 within **Order Status**, giving you a simple, single location for all medications you're expecting from Express Scripts.

Can I still view my past prescription history?

Yes, you'll be able to view up to 24 months of recent prescription claim history from your current benefit. Just select **View Rx History** within **Prescriptions** on the dashboard or select "View Rx History & Balances" under **Manage Prescriptions**.

Can I still switch prescriptions from retail pharmacies to home delivery?

Yes, prescriptions you currently fill at a retail pharmacy are clearly marked in the **Prescriptions** section. If eligible, they can easily be transferred to home delivery by clicking **Transfer to Home Delivery**.
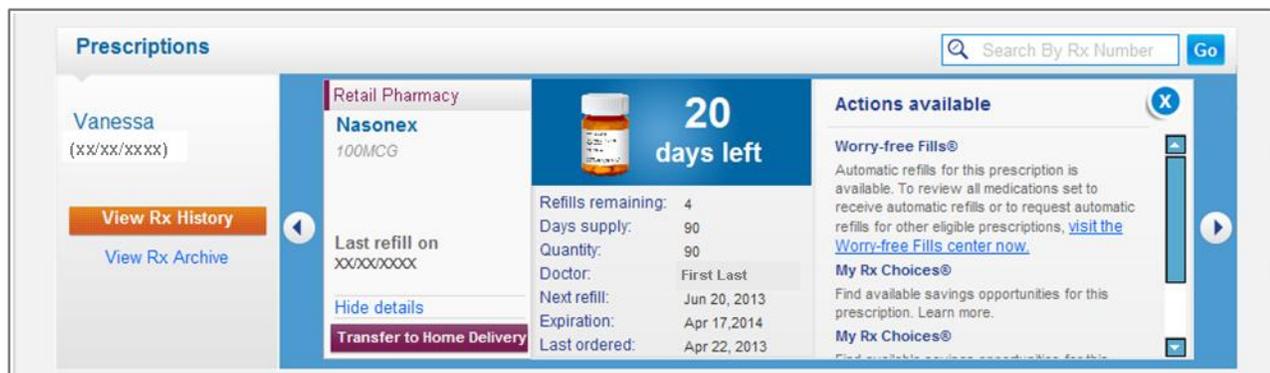
It is also easy to switch to home delivery service when viewing lower-cost options in **My Rx Choices®**, our prescription savings tool. **My Rx Choices** will display potential savings when generic or lower-cost options are chosen.

Are all other key features of the website still available?

The new site still includes all the great features you used before, just organized in an easier-to-use way. You can find all site features within main categories located across the top of the page. When you move your cursor over these categories, a drop-down menu appears, listing all the actions you can take. Just select which area of the site you want, such as **Pay My Balance** in the example below.
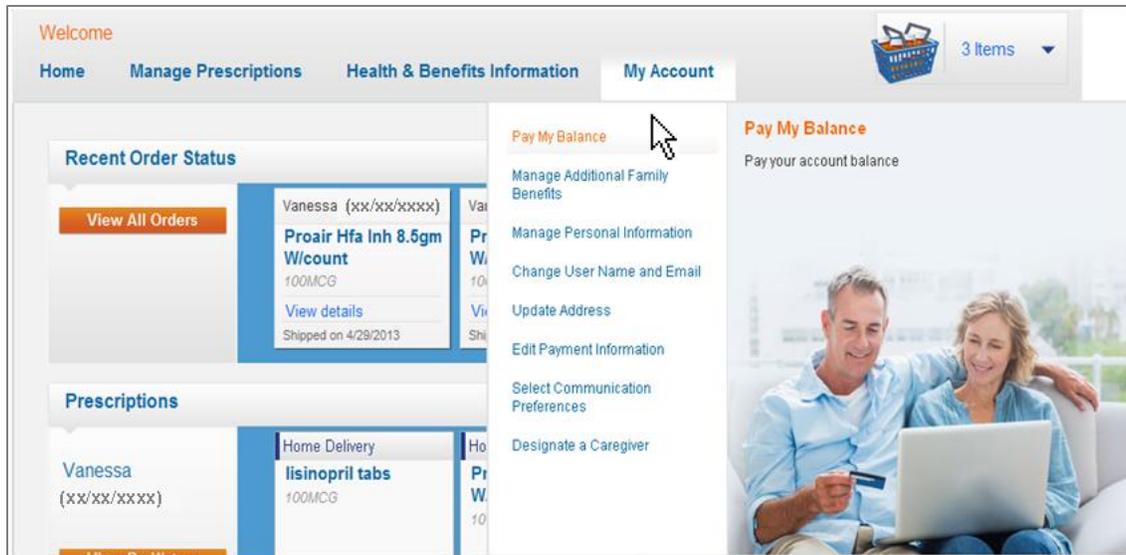
Does the new site offer any specific features for Medicare Part D members?

Yes. The following features, previously unavailable to Medicare members, are now available:

- 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 on the previous Express Scripts site. Does the new site offer this feature?

Yes, the new site allows any registered member, aged 18 and older, to manage payment information and make payments for the family. To make a payment, select "Pay My Balance" from the drop-down menu under **My Account**.

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 "Edit Payment Information" from the drop-down menu under **My Account**. Select "Payment information" and follow the prompts.

In addition to the installment program, the new site also offers an E-check billing option (also known as "electronic funds transfer"). When you pay for home delivery prescriptions with E-check, co-payments or coinsurance charges are deducted from your checking account. It's a secure and convenient way 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. However, you will be automatically prompted to download a new Express Scripts mobile app, called **Express Scripts**, the first time you use your app after the switch to the new site.

If you are not automatically prompted to download or you do not have the app, simply go to your mobile device's app store, search for **Express Scripts**, and download it for free. The app is available for iPhone, Android and BlackBerry mobile devices*. One user name and password is all you need to access the mobile app and the website.

The Express Scripts mobile app is not available for Medicare Part D or private health plan members.

* The Express Scripts mobile app is available to members using the following mobile devices:
Apple – iPhone® 4/iPhone® 4s/iPhone® 5/iPad®,
Android^{TM} – OS 2.3 & later
BlackBerry® – Bold/Tour (OS 4.5 & later), Curve/Curve 2 (OS 4.5 & later) and Storm/Storm 2 (OS 4.7 & later)
Windows® Phone – *available January 2014*