

Automatic Refills

Q: What are automatic refills?

A: Because we know how much of your medicine we sent, we also know when it's time to send more. **Automatic refills** gives you the peace of mind of knowing Express Scripts takes care of refilling your eligible prescriptions and sends your medicine to you before you run out.

We remind you about two weeks before we begin processing your refills. The reminder lets you make any updates to your delivery date, shipping address, or other details. If you prefer to see your full medicine name in your reminder, make sure you have your medication names turned on in your communication preference settings found in "My Account."

Because doctors write most long-term medicine prescriptions only for one year, we also take care of calling your doctor when it's time to renew your prescription. However, your doctor might change your dose or medicine at an annual check-up, so you can always [get in touch](#) if you need to let us know about any changes.

Q: Are all my prescriptions eligible for automatic refills?

A: We can't automatically refill all medicines. A prescription is eligible for **automatic refills** if:

1. it's for a maintenance medicine that you take regularly for the long term,
2. we dispense it through the Express Scripts PharmacySM, and
3. your doctor prescribes at least a 56-day supply.

Certain drugs aren't eligible for automatic refills. Examples of medicine we can't automatically refill include controlled substances, over-the-counter medicines, medicines used as needed for acute conditions, and specialty drugs used to treat complex conditions.

For your convenience, you can tell us to enroll all your future eligible prescriptions in automatic refills by clicking the "Start now" button.

Enroll all future prescriptions

Enroll now to have all eligible future prescriptions that are received automatically enrolled in automatic refills. You may enroll or disenroll from this program at any time.

Please note: This does not affect any current eligible prescriptions. You will need to enroll them separately if you want automatic refills.

CHRIS 06/05/1956 ✔ Enrolled Stop

Q: How can I get automatic refills on my prescriptions?

A: If you're ordering a prescription that is eligible for automatic refills, once you add it to your cart and click the checkout button, we'll show you a box under the name of your medicine that says "Start automatic refills for this prescription." It looks like this:

Prescriptions	Strength	Qty/days supply	You pay
Lisinopril 5mg tablets Rx# 123456789012	5mg tablets	90/90 days	\$170.00 remove

Start automatic refills for this prescription. [Learn more](#)
You will be notified 2 weeks before your refill is shipped.

Make sure there's a check mark in the box on the "Order Review" page when you check out.

If your prescription is not eligible for automatic refills, you won't see the checkbox to start automatic refills.

You also can go to the Manage Automatic Refills page. There, you can find a section that shows you which of your prescriptions are eligible for automatic refills. It looks like this:

Start automatic refills on recently ordered prescriptions [Learn more](#)

Chris: 12/23/1956

L-Thyroxine Tabs 25mcg Rx# 123456789124 Ordered on mm/dd/yyyy Will process on mm/dd/yyyy	This prescription has been ordered. <input type="checkbox"/> Select "Start automatic refills."
Lipitor 40mg tablet Rx# 123456789123 Ordered on mm/dd/yyyy Will process on mm/dd/yyyy	This prescription has been ordered. <input type="checkbox"/> Select "Start automatic refills."

Please note: The enrollment of a prescription in automatic refills will be reflected next time you log in.

Start automatic refills

Just choose which prescriptions you want us to refill automatically by checking the box next to the name of your medicine and clicking the "Start automatic refills" button.

If you have prescriptions eligible for automatic refills that also are ready to be filled, you'll have the chance to order that medicine at the same time you start automatic refills.

Set automatic refills for eligible prescription refills [Learn more](#)

Chris: 12/23/1956

L-Thyroxine Tabs 25mcg Rx# 123456789124	<input checked="" type="checkbox"/> Order this prescription today and start automatic refills.
Atenolol Tabs 100 mg Rx# 123456789125	<input checked="" type="checkbox"/> Order this prescription today and start automatic refills.
Lipitor 40mg tablet Rx# 123456789123	<input type="checkbox"/> Order this prescription today and start automatic refills.

Add to shopping cart

You also can enroll your eligible prescriptions by calling the toll-free phone number on your member ID card.

Remember: not all medicines are eligible for automatic refills. If your prescription isn't included in the medicines we can refill automatically, you won't see any options for enrolling.

Q: How do I stop automatic refills?

A: You can stop automatic refills at any time before we start processing your order. We give you several ways to do that:

- Choose [Manage Automatic Refills](#) from the menu that appears when under "Manage Prescriptions" when you put your mouse over those words at the top of this page. When you see the list of the medicines you take, click on the "Stop automatic refills" link next to the medication you want to stop refilling automatically. When the website prompts you, confirm your choice.
- In the Automatic Refill section of your home page, click on the "View Details" button for the prescription you want to stop refilling automatically. Click on the "Stop automatic refills" link and then confirm your choice.

Pending
100 Parsons Pond Rd, Franklin Lakes, NJ 07417
The order received from you on Jan 06, 2016 is not yet eligible for processing. For your convenience, your order will automatically be processed once it is eligible, after Jan 21, 2016.
★ This prescription is enrolled in automatic refills.

[Change date >>](#)
[Change shipping address >>](#)
[Stop automatic refills >>](#)

Stop automatic refills

You have indicated that you would like to stop automatic refills.


Stopping this order will also remove it from automatic refills. You will no longer receive refills automatically.

Please Note: The next time you visit us online, this prescription will appear in the prescription section as an available refill prior to the expiration date of 05/30/2016.

What is the reason for this decision? [Please select one...](#)

Are you sure you want to turn off automatic refills for this prescription?

[No >>](#) [Yes >>](#)

 **Nasonex spray** 20mg
Rx #: 123344455664 | For: Vanessa (07/18/1947)
[View details](#)

Please note: Medication costs are available when your order is shipped and delivered.

If you stop automatically refilling a prescription, we won't send another refill even if your prescription has refills remaining. If you want the remaining refills, you must order each refill manually. You can do that on our website or mobile app, by calling the toll-free telephone number on your medicine label, or by mailing us a refill slip with a prescription order form.

Q: What happens when my current prescription runs out and I don't have any more refills?


A: When you enroll a medicine in automatic refills, we'll call your doctor when it's time to renew your prescription. Once we get your new prescription from your doctor, we'll keep automatically filling your medicine for the prescribed number of refills. If we don't hear back from your doctor, we'll let you know so you can follow up.

Q: How can I change the date you send my medicine?

A: Our website makes it easy to schedule your shipments. You can change the date we ship your medicine by choosing [Check Order Status](#) from the menu under "Manage Prescriptions," and then clicking on the "Change date" link. It looks like this:

Pending
489 Vxqyq Bqcm Uq, Saint Peters, MD 63376-3806
Your prescription is enrolled in automatic refills. We'll start processing your next refill order on February 15, 2016. You can change this date by clicking "Change date."
★ This prescription is enrolled in [automatic refills](#).

[Change date >>](#)
[Change shipping address >>](#)
[Stop automatic refills >>](#)

 **L-thyroxine(synthroid)tab** #75MCG
Rx #: 153316228312 | For: Hcbqzmc (06/19/1964)
[View details](#)

Please note: Medication costs are available when your order is shipped and delivered.

Change date

To ensure your prescription is processed today, complete your transaction by the following: 8:30 pm Pacific Time, 9:30 pm Mountain Time, 10:30 pm Central Time, or 11:30 pm Eastern Time.

Please choose one of the eligible dates provided

February 2016						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29					

[Cancel](#) [Submit](#)

Important Notes:

- You can only move the date forward to the prescription expiration date.
- If you need additional support, please call your toll-free Member Services telephone number for assistance.

You also could call the toll-free phone number on your member ID card or medicine label.

Remember: only change the date we ship your medicine if you're sure you already have enough medicine on hand.

Q: When do you bill me for the automatic refill?

A: We bill you only after we've filled and shipped your medicine.

Q: Should I enroll my future prescriptions in automatic refills?

A: Our members think automatic refills is so convenient that we make it easy to enroll all your eligible prescriptions – including prescriptions you might get in the future from your doctor. You can visit the [Manage Automatic Refills](#) page to do it:

Enroll all future prescriptions

Enroll now to have all eligible future prescriptions that are received automatically enrolled in automatic refills. You may enroll or disenroll from this program at any time.

Please note: This does not affect any current eligible prescriptions. You will need to enroll them separately if you want automatic refills.

Chris (12/23/1956)	✔ Enrolled	Stop
Vanessa (12/23/1956)	✘ Not Enrolled	Start now

When you choose this option, we'll send automatic refills for any new prescription you get that's eligible. You don't have to remember to choose the automatic refill option, and we take care of calling your doctor for renewals when the time comes.

and we take care of calling your doctor for renewals when the time comes.

We'll always remind you before we ship any refill. You'll have the option to change when we ship your medicine and to stop automatic refills anytime. We make it easy to update your preferences on our website or by calling the toll-free phone number on your member ID card.

Remember: enrolling all your *future* prescriptions in automatic refill won't start automatic refills on your *current* prescriptions. You can review the questions and answers at the top of this page to learn how to enroll your current prescriptions.

Q: Will enrolling all my future prescriptions now in automatic refills also enroll my current prescriptions?

A: No. Enrolling all future prescriptions in automatic refills now applies only to eligible future prescriptions. It does not enroll your current prescriptions. You must enroll your current prescriptions in automatic refills individually.

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