

Express Scripts Mail Order Provider FAQ

Aug. 15, 2018

Home delivery really delivers

Millions of people enjoy the convenience of home delivery for medicines they take on a regular basis. It's easy to get your patients started. Patient medication is delivered right to their door about **eight days** after their prescription is received and delivery is free. And, for patients with restricting health conditions, mobility issues or limited transportation, home delivery may be the determining factor in whether they take medication as directed.

Here's how you can get your patient started with home delivery:

ePrescribe For the fastest processing method, please send your patient's prescription electronically to the Express Scripts PharmacySM

Express Scripts Home Delivery
4600 North Hanley Road
St. Louis, MO 63134

NCPDP: 2623735

Please note federally controlled substances should be electronically prescribed, faxed, or mailed as permitted by your state regulations.

Benefits of Home Delivery

- Members receive up to a 90-day supply, free standard shipping.
- Some plans have the option of auto refills for qualifying medications.
- Member outreach and engagement alerts members of potential savings opportunities.
- Patient care advocates are available around the clock to answer questions.
- Express Scripts pharmacists are available 24 hours a day, 7 days a week.
- Members can create an account online to order refills, check order status, track shipments and more.



Note: Members should continue to get all of their short-term medications, such as antibiotics, at a participating retail pharmacy.

Q: What is Home Delivery from the Express Scripts Pharmacy?

A: Home Delivery from the Express Scripts Pharmacy provides an affordable way for your patients to get their maintenance medications – prescription drugs taken regularly to treat ongoing conditions. Through the Express Scripts Pharmacy providers may prescribe up to 90 days' worth of maintenance medicine through the mail. It's the most cost effective way to fill prescriptions — and using home delivery helps your patients save money!

Q: How may I (physician) find out how much a patient may spend on maintenance medications?

A: Since 2018, electronic health records (EHR) have access to a new capability, real-time prescription benefit. Real-time prescription benefit show physicians patient-specific information within seconds of entering a medication name in their EHR, from clinically appropriate drug options, to coverage information, including prior authorization, step therapy requirements and/or quantity limits. Physicians can even see the patient's out-of-pocket cost by channel, such as home delivery. Please reach out to your IT administrator or EHR contact to learn more.

Q: How may my patient find out how much their medication costs?

A: They may log in at www.highmark.com, under Health Care Tools and select "Prescription Costs and Refills." This will direct your patient to the Express Scripts site where they will select "Prescriptions" then "Price a Medication." On this web page they will enter the medication name, select "Search," then follow the instructions for more information. If more convenient the patient may also call Highmark at the number listed on the back of their member ID card.

IMPORTANT NOTE TO THE PRESCRIBER: Many plans apply the member's mail order co-pay when using Express Scripts regardless of the day supply prescribed. Writing for a 90-day supply when appropriate will maximize member savings.

Q: How may I prevent my patient's prescription from being returned?

A: A prescription may be delayed due to incomplete prescription information, clinical intervention or backorder issues. If Express Scripts needs more information or if there is a clinical concern about a prescription, Express Scripts will try contacting you up to two times within two business days.



Providing ESI with all of the following elements will reduce unnecessary outreaches to your office:

Patient Name	Date Written	Prescribed Quantity
Member ID	Drug Name	Prescriber Address
Patient DOB	Drug Strength	Prescriber NPI
Patient Address	Directions	Prescriber Signature

If necessary, Express Scripts will hold the order until the end of the second day, while waiting for you to respond.

If a response is not received by the end of the second day, you will receive a letter explaining the situation. When appropriate, the prescription will also be returned to the patient.

Q: If my patient doesn't want their medication filled right away, may I still send a prescription?

A: Yes, you may request the prescription by adding comments in the pharmacy notes field on electronic prescriptions, or by adding notes directly to your fax or hardcopy prescription.

The prescription will be put in a Pend Status with the date to be released. An order will be pended as long the pend date to fill is within 90 days. Outside of the 90-day window the prescription will be returned to the member (when appropriate).

Q: How may my patients transfer other prescriptions to the Express Scripts Pharmacy?

A: Patients may choose between the following easy options:

- As their doctor, you can write a new prescription for up to a 90-day supply, plus refills for up to 1 year (if appropriate). You may electronically send most prescriptions to the Express Scripts Pharmacy.
- Patients may visit **www.highmark.com**, select "Prescription Costs and Refills" under Health Care Tools. This will direct your patient to the Express Scripts site where they will select "Prescriptions," then "Pharmacy Options". The Express Scripts Pharmacy will contact you as their doctor to obtain a 90-day prescription.
- Patients may call Express Scripts at 1-800-903-6228 and let Express Scripts do all the work. For most medications, Express Scripts will contact the prescribing physician and arrange for their first mail-order supply.



Q: Are there additional options for prescribing with Home Delivery?

A: Yes, physicians can prescribe also through fax, phone or mail. These options do take more time for physicians and their office staff. Options are listed below:

FAX You can fax your patient prescription using 1-800-837-0959.

Phone You can also call in a prescription for you patient at 1-888-327-9791 (Option 2).

Mail Your patient may mail their prescription to the following address
EXPRESS SCRIPTS
PO BOX 66577
ST. LOUIS, MO 63166-6577

Q: Where may I call for additional questions?

A: You as the prescriber may contact Express Scripts Physician Line at 1-800-211-1456 for questions.

Q: Where may my patient call for additional questions?

A: Patients may contact Express Scripts Member Services line at 1-800-903-6228 for questions.

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