

Transitioning to Express Scripts – Frequently Asked Questions

Express Scripts will be managing your prescription plan. We care about your health and work to make medications safer and more affordable. We encourage you to take advantage of the services and resources available to help you and your dependents manage your pharmacy benefit. We look forward to serving you soon!

Q: Who can I contact about my pharmacy benefits with Express Scripts?

A: On or after your plan effective date, you can contact Express Scripts Customer Service or register at [express-scripts.com](https://www.express-scripts.com). Your Customer Service number can be found on the new ID card that will be sent to you.

Q: Will there be new member ID cards?

A: Yes, watch your mail for your new ID card prior to your new plan start date. Please show your new member ID card to your pharmacist when filling a prescription for yourself or a covered family member.

Q: How do I find an in-network pharmacy?

A: Please see the “Pharmacies in your Network” document on this Pre-Enrollment site or go to [express-scripts.com](https://www.express-scripts.com) on or after your plan/coverage effective date.

Q: Will there be changes to my plan’s list of preferred drugs?

A: Yes, see the list of preferred drugs on this pre-enrollment website

Q: How can I determine my out-of-pocket cost for a preferred or a non-preferred drug?

A: After your coverage begins, register and log in at [express-scripts.com](https://www.express-scripts.com) and click on **Price a Medication** in the menu under **Prescriptions**.

Q: Will I need to obtain a new prescription?

A: No, you will not for prescriptions filled at a retail pharmacy. You may need to obtain a new prescription for prescriptions filled through home delivery from Express Scripts Pharmacy®. If you are due a refill within the first few days of your plan start date, please request a refill from your current home delivery pharmacy at least 2 weeks before your supply runs out. Refer to the “Getting Started with Home Delivery” information sheet on this pre-enrollment site for more information on submitting prescriptions for home delivery.

Q: I currently use a specialty medication that I get through the mail. How do I continue to fill my specialty prescription?

A:

Please see the “Getting to Know Your Specialty Pharmacy” brochure and the “Commonly Prescribed Specialty Medications” on this pre-enrollment site.

Q: Will my prior authorization (PA) information transfer to Express Scripts?

A: The PA may transfer. After your coverage begins, you can contact Express Scripts to verify if your PA transferred.