



Frequently asked questions regarding Express Scripts coverage:

Express Scripts is your Pharmacy Benefits Manager. 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.

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

A: You can contact Express Scripts Customer Service. You can reach Customer Service 24 hours a day, 7 days a week, toll-free at 800-818-9787. The phone number is also on your virtual ESI ID card.

Q: Can I consult with a Pharmacist about my prescriptions?

A: You request a Consultation with a Pharmacist by calling 800-818-9787.

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

A: Visit express-scripts.com to find an in-network pharmacy near you.

Q: What happens if I go to a pharmacy that is outside the Express Scripts Network?

A: Your medication will not be covered on the plan. There are nearly 60,000 pharmacies that participate in the Express Scripts Network.

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

A: Register at express-scripts.com and then log into your account. Once you're logged in, click on *Price a Medication* in the menu under *Prescriptions*.

Q: Where can I get a 90-day supply?

A: 90-day supply is eligible at a Walgreens Retail Store or through ESI Home Delivery.

Q: How does Home Delivery Work?

A: Ask the doctor to send an electronic prescription to Express Scripts Pharmacy. (7:30 a.m. - 5 p.m. Monday through Friday, Eastern). Mail-order forms are available if you register on the Express Scripts website.

Q: Does ESI have a Mobile App?

A: You can learn more about the mobile app by going to express-scripts.com/mobileapp or downloading it from the iOS App Store (iPhone) or Google Play (Android).

Q: What is the process if my prescription needs a prior authorization?

A: Your doctor may request a prior authorization or exception to a medication by completing the form on <https://account.covermyeds.com/> or by calling 800-783-2851.

Q: What about specialty medication authorizations?

A: You will need prior authorization from ESI/Accredo for a new prescription for specialty medications. Specialty medications can be obtained from any specialty pharmacy that is in the ESI network. Prior authorizations can be initiated online at <https://account.covermyeds.com/> or by calling 800-987-4904, Option 5.