
Prescription Benefits Questions and Answers

What is Express Scripts?

Express Scripts is a pharmacy benefit management company experienced with workers' compensation prescriptions. Express Scripts allows you to take a compensable work-related injury prescription to a participating pharmacy location. You may use the pre-authorized Temporary Prescription Services ID form until you receive a permanent card. A Pharmacy Benefit Program packet with permanent card will be sent to you.

How much does the card cost?

The card is free and covers all work-related injury prescriptions.

Can I use the Temporary Prescription Services ID right away?

Yes, you may use it at any participating pharmacy. Just take your prescription and Temporary Prescription Services ID to the pharmacy you select to obtain your medication. To locate a pharmacy in your neighborhood, call Express Scripts at 1-877-266-1539 or access ESI's Pharmacy Locator at www.express-scripts.com.

When does the Temporary Prescription Services ID expire?

You may use the pre-authorized Temporary Prescription Services ID form for your initial prescriptions within the first two weeks after you are injured. A Pharmacy Benefit Program packet with permanent card will be sent to you once your claim has been approved. The temporary card will expire after 14 days or when your permanent ID card is issued, whichever occurs first.

What if I run out of medication before the refill date?

Call your treating physician.

Do I have to stay with the same pharmacy location?

No, you may go to any participating Express Scripts pharmacy.

Will this program limit the pharmacies I can use?

As long as you use a pharmacy that participates in the Express Scripts network, you will experience the benefits of this program. Express Scripts has several participating pharmacies.

Am I able to receive my prescriptions through the mail?

Yes, Express Scripts does offer the benefit of having your medications sent to you via their Home Delivery Service.

What is the advantage of having my prescriptions filled through the Express Scripts Home Delivery?

The Express Scripts Mail Service Pharmacy offers you the convenience of free home delivery of the prescription drugs you use most often. There are three easy methods for ordering prescription drugs prescribed by your physician:

- By Mail — using our convenient mail-order envelope. Which will be included in your permanent card packet from Express Scripts or you may contact Express Scripts for a mail-order envelope at 1-877-266-1539

- By Phone — toll-free with a patient care advocate at 1-877-266-1539
- By Physician Fax — physicians can fax prescriptions directly to our pharmacists. Please call Express Scripts for the physician fax number.

The Express Scripts Home Delivery provides patients with a long list of valuable benefits that include:

- Multiple-month supplies of prescription drugs
- Convenient delivery to your home
- Free standard shipping
- Delivery in plain, weather-resistant packaging to ensure security and privacy
- Ordering refills by phone, fax, or mail
- Detailed drug and safety information included with every prescription
- Our safe and highly-accurate drug dispensing process
- 24-hour phone access to our pharmacists

How do I begin using the Home Delivery Program for my prescriptions?

The steps to order through the mail service pharmacy are as follows:

Step 1: Contact Express Scripts Customer Service toll-free at 1-877-266-1539 and request a mail order profile is sent to you.

Step 2: Please include the following items in the completion of your mail order form/profile:

- Full name
- Name of the physician
- Date-of-birth
- List any allergies
- Specify any illnesses or medical conditions (i.e., asthma, blood pressure), use a separate sheet of paper if necessary

The information provided by the patient allows our registered pharmacists the ability to consult our patients appropriately.

Step 3: Enclose your original prescription(s). If you are currently taking a medication, ask your doctor to send you a new prescription. Request that the prescription be written for up to your maximum mail order day supply, plus refills.

What if I lose my Temporary Prescription Services ID?

If you have already had a prescription filled using your Temporary Prescription Services ID, and you are using the same pharmacy, you will not need another Temporary Prescription Services ID. Once your compensable injury is reported, a permanent card will be automatically sent to you.

Who can provide me with more information?

Express Scripts Customer Service toll-free at 1-877-266-1539 will assist with any additional questions or concerns regarding this program.