

Transitioning to Express Scripts Pharmacy Benefit Services Frequently Asked Questions

We're pleased to announce that Express Scripts® Pharmacy Benefit Services will be managing your prescription plan. We know that health care can be overwhelming. That's why we work to make getting the medications you need safer and more affordable. We encourage you to take advantage of the services and resources available to you through your plan. And we'll be here to help you and your dependents manage your pharmacy benefit. We look forward to serving you soon!

GENERAL INFORMATION

Q: How can I contact Express Scripts?

A: For questions or information about your prescription plan, **please register and log in anytime on or after your plan effective date at [express-scripts.com](https://www.express-scripts.com)**. You can also call Express Scripts at the toll-free number on your prescription ID card.

WELCOME MATERIALS

Q: When will I receive a new ID card?

A: Physical ID cards should be received prior to January 1, 2026. If you do not receive your ID card, we offer a can't-lose-it digital ID card that you can keep on you 24/7. Just download it to your phone, print a copy or do both. You can even save it to your mobile wallet. If you do not have access to the mobile app/website, you can also call 877.422.9995 to request a replacement ID card.

How to get your digital prescription ID card:

Online

Depending on your plan, on or after your plan effective date, you can log in and select **Prescription ID Card** under **Account** in the main menu. If it's available, you can print your prescription ID card from there. Just click on the **Download Card** button to download and/or print your prescription ID card.

On the Express Scripts® mobile app

On or after your plan effective date, download the Express Scripts mobile app. In the app, tap the menu icon on the top-left corner of your screen. Go to **My Account** and choose **Prescription ID Card**. You can use the mobile app to show your prescription ID number at your pharmacy or doctor's office.

PRESCRIPTION COVERAGE

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

A: Please see the "**Pharmacy Network List**" document on this pre-enrollment site or go to **[express-scripts.com](https://www.express-scripts.com)** on or after your plan effective date. We can help you search for nearby pharmacies in your prescription plan's network with our Find a Pharmacy tool.

Q: Are generic medications safe?

A: Yes. FDA-approved generic medication – like brand-name medications – must meet the same standards of quality and purity established by the U.S. Food and Drug Administration (FDA) to help ensure their safety and effectiveness. Generic versions approved by the FDA have the same active ingredients as their brand-name counterparts, and they’re equal in strength and dosage. Sometimes, drug manufacturers use different inactive ingredients, such as fillers and dyes, which may affect a generic medication’s shape, color, size or taste.

Q: Why should I use generics or preferred brand-name medications?

A: You could save money by taking generics or preferred brand-name medications, because they usually cost less under your plan than nonpreferred brand-name medications. If you’re taking a nonpreferred medication, ask your doctor if a lower-cost generic or preferred brand medication would be the right option for you.

Q: How do I know which medications are preferred?

A: Your preferred medication list contains thousands of commonly prescribed medications. To see if a medication is included on your preferred medication list, see the list of preferred medications on this pre-enrollment website. You can log in at **express-scripts.com** on or after your effective date of and select **Price a Medication** from the menu under **Prescriptions**. Enter your medication name and click **Search** to view the cost and coverage information on the results page. If your medication isn’t preferred, ask your doctor if there are any alternative preferred medications that could effectively treat your condition.

Q: How can I calculate my out-of-pocket cost for a preferred or a nonpreferred medication?

A: After your coverage begins, there’s a tool on **express-scripts.com** called Price a Medication that will show you the estimated cost of a prescription medication. Register or log in at **express-scripts.com** and go to **Price a Medication** in the menu under **Prescriptions**. Enter your medication name and view cost and coverage information on the results page. The Price a Medication tool is also available on the Express Scripts mobile app.

Note: The Price a Medication calculator doesn’t imply a guarantee of coverage, as covered products or categories are subject to individual plan restrictions and/or limitations. The Price a Medication tool displays cost and coverage information for the current calendar year.

Q: Will I need to get a new prescription?

A: No, you will not need a new prescription for your current prescriptions if they are filled at a retail pharmacy. If you have refills remaining with your current home delivery pharmacy, in most cases, you won’t need a new prescription. Your remaining refills should transfer automatically to Express Scripts® Pharmacy. Once this happens, you’ll be able to refill them online, by mail, by phone or via the Express Scripts mobile app. If you are due for 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.

SPECIALTY MEDICATIONS

Q: What’s a specialty medication?

A: Some prescription medications are called “specialty medications,” and they’re used to treat complex, chronic health conditions, such as multiple sclerosis or rheumatoid arthritis. These medications usually need to be stored or handled in special ways.

Q: Is there an extra cost to use Accredo’s specialty pharmacy services?

A: No. As an Evernorth specialty pharmacy, Accredo® Specialty Pharmacy is part of your prescription plan.

Q: Can I order all my medications from Accredo?

A: No. Accredo dispenses only specialty medications.

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.

COVERAGE REVIEW

Q: What’s coverage review (also known as prior authorization)?

A: We want to make sure you get the safest, most effective medication available. That means your prescription may require a review before it is covered by your plan. During the review, your doctor can provide us with more detailed information about your prescription so we can make sure its use falls within your plan’s rules. These rules are based on the product information approved by the Food and Drug Administration (FDA) as well as published clinical trials and guidelines. This review makes sure you’re getting a medication that is prescribed for its intended use and covered by your pharmacy benefit.

If your prescription requires coverage approval, on or after your plan effective date, your doctor can initiate a coverage review by visiting our online portal. Express Scripts will inform you and your doctor in writing of the coverage decision.

Q: Will my coverage approval information transfer to Express Scripts?

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

PRIVACY INFORMATION

Q: Who has access to my prescription information?

A: Express Scripts has a strong commitment to your privacy. Express Scripts has established effective administrative and technical safeguards to protect the confidentiality of your prescriptions and other information and to secure this information from unauthorized or improper access, disclosure or use. In addition, Express Scripts does not sell individually identifiable information nor lists of members and their covered dependents to outside companies for solicitation or marketing purposes.

¹ The medications affected by this plan limit may change. To find out whether your medication’s price is affected by these plan limits, log in at express-scripts.com and select Price a Medication under the Prescriptions menu. After selecting your medication, you’ll see cost and coverage information on the results page. If you’re a first-time visitor to our website, please take a moment to register and have your prescription ID number handy. If the cost of a medication at a retail pharmacy is lower than your plan’s retail cost share, you won’t pay more than the retail pharmacy’s cash price, regardless of the number of times you purchase the prescription. In some cases, this price may be less than either your standard retail or mail cost share.