

## Frequently Asked Questions and Answers

### **Q: How do I begin using Express Scripts Home Delivery Pharmacy?**

A: If you are taking a long-term medication, ask your doctor to send an electronic prescription for a 90-day supply of your prescription to Express Scripts Home Delivery Pharmacy. You can get refills for up to one year for most prescriptions.

*You can fill your prescriptions by:*

- Asking your doctor to send your prescription electronically or him or her call **1-888-327-9791** to fax your prescription. Your doctor will need your subscriber ID number (which is on your Excellus BlueCross BlueShield insurance card).
- Ordering through the Express Scripts Home Delivery Pharmacy website once you register at, [Express-Scripts.com](http://Express-Scripts.com)
- Mailing your prescription(s) with your copayment in the envelope that will be in your Express Scripts Home Delivery Pharmacy welcome packet.

### **Q: Will there be an additional charge for shipping and handling?**

A: No. Standard shipping is included in your plan and is delivered through the U.S. mail. Express shipping is also available for an additional fee.

### **Q: Can I refill my current home delivery prescriptions through Express Scripts Home Delivery Pharmacy?**

A: Yes. In most cases, if you still have refills left from PrimeMail, you don't need to get a new prescription. When you have a two-week supply of medicine left, you can request a refill in one of two ways:

- Visit [Express-Scripts.com](http://Express-Scripts.com). Activate your account by registering with your subscriber ID number.
- Call the Excellus BCBS toll-free (pharmacy telephone) number on your health insurance card. Have your member identification number ready when you call.

Please note that compound drugs and controlled substances, such as, narcotics, compounds, needles and syringes cannot be transferred due to pharmacy law. You will need to get a new prescription from your doctor. Instructions for submitting prescriptions to the Express Scripts Home Delivery Pharmacy will be sent to you later this year.

*(Continued on the reverse)*

**Q: How soon are my prescriptions delivered?**

A: Orders are usually processed within 48 hours after Express Scripts Home Delivery Pharmacy receives them. Please allow eight days from the day Express Scripts Home Delivery Pharmacy receives your prescription for delivery. *If this is your first time ordering*, please allow 10 to 14 days for delivery of your prescriptions. We recommend you have a 30-day supply of medicine on hand. You can check your order status by logging in to [Express-Scripts.com](http://Express-Scripts.com).

**Q: How can I pay for my home delivery prescriptions?**

A: You can pay by check, electronic check, credit card, debit card or money order. It is important to include payment with your order to avoid delays in receiving your prescription(s). Express Scripts Home Delivery Pharmacy also has an automatic payment program that can keep you up to date and to help you receive your medicine as quickly as possible.

**Q: How do I obtain new Express Scripts Home Delivery Pharmacy forms?**

A: Starting January 1, 2016, you will be able to access additional forms online at [Express-Scripts.com](http://Express-Scripts.com), or call Member Services at 1-855-315-5220. Express Scripts Home Delivery Pharmacy will mail your forms right away.

**Q: Who has access to my prescription information?**

A: We are committed to your privacy. We have effective safeguards in place so that your information is protected against unauthorized and improper access. Also, we do not sell any information that identifies you or your family to outside marketing companies.

**Q: Where do I call with additional questions?**

A: Medicare members, please call 1-800-499-2838  
All other members, please call the Pharmacy Help Desk at 1-800-724-5033.