Welcome to Express Scripts

HOW TO GET THE MOST FROM YOUR PRESCRIPTION-DRUG BENEFIT

Your New Prescription-Drug Benefit
Welcome

What’s Inside

Welcome to Express Scripts, the company chosen by Group Health, Inc. to manage your prescription drug benefit.

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Getting Started with Express Scripts

At Express Scripts, the company chosen by Group Health to manage your prescription-drug benefit, we’re ready to serve you.

You should have already received your member ID card. You’ll need your card when you have a prescription filled at a participating pharmacy or order your prescriptions online.
Your plan’s preferred medications

Your plan includes a list of prescription drugs that are “preferred” because they help to keep prescription drug costs down. This Preferred Drug List, drugs covered under your plan, contains a wide selection of generic and brand medications. You can access the Preferred Drug List at www.express-scripts.com, or by calling Express Scripts at 877.534.3682.

Coverage for Over-the-Counter (OTC) medications

- A list of the most commonly prescribed prescription products with over-the-counter equivalents can be found at www.express-scripts.com or call Express Scripts at 877.534.3682.

Step Therapy

Brand-name medications for certain disease states will require Step Therapy. Examples of a few of these disease states are asthma/allergies, depression and high cholesterol. Medications for disease states such as these will only be covered in situations where a lower-cost alternative medication has not been effective. To determine if your medication requires Step Therapy, or is subject to limitations, please call Express Scripts at 877.534.3682. Before the Plan will pay for the medication, it requires you to try an equally effective but lower-cost generic prior to filling the brand-name medication.

If you have a discontinuance or lapse in therapy greater than 130 days while using the brand-name medication and need to restart therapy, you will be subject to another review under the Step Therapy program to determine if the cost of the brand-name medication will be covered under the Plan.

Two ways to fill your prescriptions

You have two ways to fill your prescriptions: either at a participating retail pharmacy or through Home Delivery from the Express Scripts Pharmacy.

Note regarding controlled substances: Kentucky and Hawaii state laws require you to provide your Social Security number to the pharmacy before it can dispense your medications. This applies to prescriptions filled at retail and through Home Delivery.

1. SHORT-TERM MEDICATION NEEDS

Filling your prescriptions at a participating retail pharmacy

The retail pharmacy is your most convenient option when filling a prescription that you need immediately (example: antibiotics for strep throat or pain relievers for an injury). Simply present your Express Scripts member ID card and written prescription to your pharmacist and pay the required amount as shown on page 3.

You can locate the nearest participating retail pharmacy at any time online at www.express-scripts.com or by calling Express Scripts at 877.534.3682.

Your personal health and prescription information

To provide you with pharmacy services and administer your prescription benefits, Express Scripts may require personal health and prescription drug information from you, your doctor or your retail pharmacy. We use this information to verify your identity and pricing under the program, to check for adverse drug interactions, to process your prescription order, and to keep you informed about the proper use of your medications, available treatment and benefit options.

Under the terms of our contract with GHI, Express Scripts is required to provide to GHI individual pharmacy claims data for payment processing and record-keeping without identifying individual members. As part of the contract, Express Scripts is obligated to report any unusual activity that may constitute fraud or abuse of benefits.

GHI and Express Scripts also may use information and prescription data gathered from claims submitted for reporting and analysis purposes without identifying individual members.
SUBMITTING A PRESCRIPTION BY FAX

1. Ask your doctor to write a prescription for up to a 60-day supply of your medication, plus refills for up to one year, if appropriate.


3. Have your doctor or a member of your doctor’s staff fax your order form to Express Scripts at 1.800.636.9494. Faxes must be sent from your doctor’s office. Faxes from other locations, such as your home or workplace, won’t be accepted.

Your prescription drug will be mailed to your home via standard U.S. Postal Service delivery within ten to fifteen business days from the day we receive the prescription. If you request overnight delivery, you’ll be responsible for the cost. Availability of and cost for overnight delivery vary based on location.

CuraScript®, the Express Scripts Specialty Pharmacy

CuraScript, the Express Scripts Specialty Pharmacy, is a full service specialty pharmacy that provides personalized care to individuals with chronic, complex health conditions. CuraScript offers several comprehensive patient care management programs specific to major medical conditions such as cancer, hemophilia, hepatitis, multiple sclerosis, psoriasis, pulmonary arterial hypertension, respiratory syncytial virus, rheumatoid arthritis, and more. Through the patient care management programs you can receive a complete range of services and specialty medications — many of which are costly and often unavailable at retail pharmacies.

CuraScript provides:

- Patient Counseling — Convenient access to highly trained specialty experts, including pharmacists, nurses and patient care coordinators who provide the support you need to manage your condition
- Patient Education — Disease specific educational materials and clinicians available 24/7
- Convenient Delivery — Coordinated delivery to your home, your doctor’s office or any other approved location
- Refill Reminders — Ongoing refill reminders from a patient care coordinator
- Language Assistance — Language translation services are provided for non-English speaking patients

To learn more, please call 866.848.9870.

2. LONG-TERM MEDICATION NEEDS

Filling your prescriptions through Home Delivery from the Express Scripts Pharmacy Home Delivery is your best option for buying the prescription drugs you take on a regular basis. NOTE: CuraScript®, the Express Scripts Specialty Pharmacy, dispenses specialty medications through the mail. Medications obtained through CuraScript are limited to a 30-day supply. For more information, please refer to page 10 in this handbook.

Using an out-of-network pharmacy

If you use a non-participating pharmacy, you must pay the full cost of your prescription at the point of sale and then file a claim form with GHI to request benefits. After you meet the deductible(s), GHI will reimburse you for covered prescriptions at the amount that GHI would have paid to a GHI participating pharmacy for the prescription, less the applicable copay or coinsurance. You are responsible to pay any difference between GHI’s payment and the cost of your prescription. You may contact Express Scripts Member Services at 1.877.534.3682, to obtain info on where to submit claims and to obtain a claim form.
Getting started with Home Delivery from the Express Scripts Pharmacy

If you’re planning to use Home Delivery, ask your doctor for two prescriptions: one for up to a 30-day supply that you can fill immediately at your local pharmacy and another for a 60-day supply, plus refills for up to one year, if appropriate. A Home Delivery order form is included in your member ID card packet.

You also can get a Home Delivery order form at any time online at www.express-scripts.com or by calling Express Scripts at 877.534.3682.

SUBMITTING A PRESCRIPTION BY MAIL

1. If appropriate, ask your doctor to write a prescription for up to a 60-day supply of your medication, plus refills for up to one year.


3. Insert your completed order form, your written prescription, and payment into an envelope and mail it to Express Scripts:

   Express Scripts  
   Home Delivery Program  
   P.O. Box 510  
   Bensalem, PA 19020-0510

Note: To help avoid delays, be sure to include payment with your order.

You can find out the price of the prescriptions by visiting the Express Scripts website at www.express-scripts.com or by calling Express Scripts at 877.534.3682.