

Additional FAQs

General

Q: What is the *Express Scripts PharmacySM home delivery service*?

A: The **Express Scripts Pharmacy home delivery** is a home delivery service available as part of your City of Chesapeake prescription drug plan, effective 2/1/2018. With Express Scripts home delivery, you may save when you fill your long-term prescriptions for up to a 90-day supply compared to a participating retail pharmacy.

Q: Will my prescription drug copayments be changing?

A: Yes. Your prescription drug copayments are changing as of 2/1/2018.

Q: Will there be changes to my plan's list of preferred drugs?

A: Yes. Effective 2/1/2018, your plan's formulary (a list of preferred medications) will change. As a result, some preferred medications will become non-preferred, and vice versa. Beginning 2/1/2018, you can log on to Express-Scripts.com to view your new formulary and find out which medications are preferred. If you are taking a brand-name drug that is about to become non-preferred, you may want to talk to your doctor about a lower-cost option.

Q: Will there be new member ID cards?

A: Yes, you will receive your new member ID card in your welcome package in December. (Please note that the member ID card will cover all your dependents. Separate ID cards for dependents will not be issued.) Beginning 2/1/2018, please show your new member ID card to your pharmacist when filling a prescription for yourself or a covered family member. You'll also be able to access your member ID card anytime from your mobile device if you download the Express Scripts Mobile App.

Also, a convenient feature on the Express Scripts website allows you to print a temporary member ID card for use at a participating retail pharmacy. The temporary card isn't intended to replace your permanent member ID card. If you need to order a permanent replacement card, please contact Member Services TBD.

Prescriptions and pharmacies

Q: What will happen to my current retail prescriptions?

A: In most cases, you should see no changes. Most major drugstores participate in the Express Scripts retail pharmacy network, and you should be able to continue obtaining your refills as you do today. Starting 2/1/2018, just present your new member ID card to the pharmacist when filling a prescription for you or a covered family member. This member ID card will cover all your dependents.

Q: How do I find a participating retail pharmacy?

A: Beginning 2/1/2018, you can log on to Express-Scripts.com to find a participating retail pharmacy in the Express Scripts network near you. All participating retail pharmacies will accept your new member ID card and are eager to serve your pharmacy needs. Beginning

2/1/2018, you can also find a participating retail pharmacy near you by calling Member Services toll-free at TBD.

Q: How much medication can I receive per prescription?

A: You may receive up to a 30-day supply of medication from a participating retail pharmacy. However, for a medication you take on a long-term basis (such as those used to treat high blood pressure or high cholesterol), you should ask your doctor to prescribe up to a 90-day supply, plus refills for up to 1 year (as appropriate), to be filled through Express Scripts home delivery.

Q: Will I be able to refill my current home delivery prescriptions through the Express Scripts Pharmacy?

A: If you have refills remaining with your current home delivery pharmacy, then in most cases you will not need to get a new prescription. Your remaining home delivery refills should transfer automatically to the Express Scripts Pharmacy. Beginning 2/1/2018, you'll be able to refill your home delivery prescriptions online, by phone or by mail.

If you need a refill before 12/15/2018, please refill your prescription through your current home delivery pharmacy. If you find that any remaining refills have not transferred to the Express Scripts Pharmacy after 2/1/2018, please call Member Services.

Also, **many home delivery prescriptions can be refilled automatically** through the Express Scripts **Worry-Free Fills®** program. After you enroll a prescription in Worry-Free Fills, we will automatically send the next refill when you near the end of your current home delivery supply. You won't have to call or click to request it. Simply visit Express-Scripts.com on or after 2/1/2018 to enroll your eligible prescriptions in the Worry-Free Fills program.

Prescriptions for controlled substances will not be transferred. If you take one of these medications, you must get a new prescription from your doctor. Your welcome package will describe how to send new home delivery prescriptions to the Express Scripts Pharmacy.

Website and mobile app

Q: How do I register with the Express Scripts website?

A: Beginning 2/1/2018, visit Express-Scripts.com and click the "Create online account" button. You will be asked to provide your Express Scripts member ID number and email address.

Q: What can I do on the Express Scripts website?

A: Beginning 2/1/2018, you can visit Express-Scripts.com to get information about your plan, find participating retail pharmacies near you and see how much certain medications will cost. In addition, beginning 2/1/2018, you'll be able to visit Express-Scripts.com to quickly refill home delivery prescriptions online, check order status, receive timely medication alerts, find potential lower-cost options available under your plan and ask questions of a pharmacist online.

Q: How do I download the Express Scripts Mobile App?

A: Visit your mobile device's app store and search for "**Express Scripts**" to download and use it for free.

Q: What can I do on the Express Scripts Mobile App?

A: Beginning 2/1/2018, you can use the app to view and refill your medications, check order status, and set reminders for when to take them or to notify you when you are running low. You can also get personalized alerts, check for lower-cost prescription options available under your plan and display a virtual member ID card that you can use at the pharmacy.

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: If you have remaining refills, your current home delivery pharmacy will transfer those refills to Accredo, an Express Scripts specialty pharmacy. If you are due a refill within the first few days in January, please request a refill from your current home delivery provider at least 2 weeks before your supply runs out.

If you do not have remaining refills with your current home delivery pharmacy, ask your doctor for a new prescription. Provide your doctor with your Express Scripts ID number (shown on your member ID card). Your doctor can either call or fax your prescription to Accredo on or after 2/1/2018. (Only your doctor can fax prescriptions.) An Accredo patient-care representative will work with your doctor to help make the transition smooth for you and will call you back to arrange for delivery of your medications on a day that is convenient for you.

Q: Is there an extra cost to use Accredo's services?

A: No. Accredo is part of your prescription drug benefit.

Q: Can I order all my medications from Accredo?

A: No. Accredo dispenses only specialty medications.

Preferred drugs and your plan's coverage

Q: How do I know whether my medication is covered or whether there is a generic equivalent?

A: When you fill a prescription at a participating retail pharmacy or through the Express Scripts PharmacySM home delivery service, you will be notified if your plan does not cover your medication. Starting 2/1/2018, you can log on to Express-Scripts.com to find coverage and pricing details online, and to find out whether your medication has a generic equivalent. Or you can call Member Services toll-free at TBD.

Q: Are generics safe?

A: Yes. FDA approved generic drugs, like brand-name drugs, must meet established FDA standards of quality and purity to help ensure their safety and effectiveness, and they usually cost less. Generic versions have the same active ingredients as their brand-name counterparts, and they are equal in strength and dosage. Sometimes drug manufacturers

use different inactive ingredients, such as fillers and dyes, which affect a drug's shape, color, size or taste.

Q: Why should I consider generics or preferred brand-name drugs?

A: You may save money by taking generics or preferred brand-name drugs because they usually cost less under your plan than non-preferred brand-name drugs. Many new generics have become available over the past year. If you're taking a non-preferred drug, check your copayments and then ask your doctor whether a lower-cost option would be right for you.

Q: What is a coverage review or prior authorization?

A: City of Chesapeake uses coverage management programs to help ensure you receive the prescription drugs you need at a reasonable cost. Coverage management programs include prior authorization, step therapy and quantity duration. Each program is administered by Express Scripts to determine whether your use of certain medications meets your plan's conditions of coverage. In some cases, a coverage review may be necessary to determine whether a prescription can be covered under your plan.

On or after 2/1/2018, if your prescription requires prior authorization, you or your doctor can initiate the prior authorization review by calling Express Scripts at 800.753.2851. Express Scripts will inform you and your doctor in writing of the coverage decision.

Q: Can I find out ahead of time if a medication may need a coverage review?

A: Yes. Starting 2/1/2018, you can log on to Express-Scripts.com and use the "Price a medication" feature, found under the "Manage Prescriptions." After you look up a medication's name, click "View coverage notes." Or you can call Member Services at TBD on or after 2/1/2018.

Miscellaneous

Q: What is a specialist pharmacist?

A: Express Scripts specialist pharmacists have specialized training in the medications used to treat a specific condition, such as high cholesterol, high blood pressure, depression, diabetes, asthma, osteoporosis and cancer. They're available by phone to answer any medication questions. They'll help you understand the common side effects of your medications, including some of which you may not be aware.

Q: What if I don't receive my member ID card?

A: If you haven't received your new Express Scripts member ID card by 2/1/2018, request a new card by calling Member Services at TBD. You can also visit Express-Scripts.com and, after registering or logging in, select "Print and Request Cards" from the drop-down menu under "Health & Benefits Information." Then select "Print a temporary prescription card." You can use your temporary member ID card until you receive your permanent card. Also, if you download the Express Scripts Mobile App to your mobile device, you'll be able to display your Express Scripts ID card anytime.