



EXPRESS SCRIPTS®

# Home Delivery Pharmacy Services

## Frequently Asked Questions



## GETTING STARTED

### 1. How do I order a prescription for Home Delivery?

#### Mail:

- Obtain a new prescription from your doctor for your medications(s), requesting a 3 month supply with 3 refills, or the maximum your benefit allows through mail order pharmacy services. PLEASE NOTE: Express Scripts will process all prescriptions at time of receipt.
- Complete the Patient Profile section of the Express Scripts home delivery profile form for covered members.
- Mail the prescription(s) along with your applicable payment and profile form to:

Express Scripts  
Home Delivery  
PO Box 52123  
Phoenix,AZ 85072-2123

**Web:** Members may access the Express Scripts web site by entering <http://www.express-scripts.com> in their web browser and print an order form. In addition, members can request Express Scripts to transfer prescriptions from the retail pharmacy to the Express Scripts home delivery pharmacy.

**Fax:** In accordance with the Board of Pharmacy, Express Scripts Home Delivery Pharmacy Services will only accept faxed prescription requests sent directly from a physician/physician's office. PLEASE NOTE: Express Scripts will process all faxed prescriptions at the time of receipt. The doctor must include the following information along with the prescription:

- Patient's name
- Patient's Date of Birth
- Patient's complete address
- Patient and/or Cardholder identification number
- Prescribing Physician's name, office phone number and fax number
- Prescribing Physician's DEA number
- Prescribing Physician's signature
- **Only** physician or physician's office should fax coversheet that contain the full name of person faxing the prescription, a telephone number (if different than above), and the time and date of transmission.
- Faxed prescription requests should be forwarded to Express Scripts Pharmacy Home Delivery Pharmacy at: **1-800-396-2171.**
  - *A faxed prescription is normally visible in our systems within **at least two business days** of receipt. However, if the prescription requires a call to your physician's office for clarification, it may take **longer than 2 business days** for the prescription to be visible in our systems. Having your physician fax a prescription to Express Scripts does not speed up the time it takes us to fill the prescription. However, it does get your prescription to us quicker. Your faxed prescription will be filled within 3-5 business days. Please allow additional time for delivery.*

### 2. How do I refill my prescriptions?

**Mail:** You may order a refill using the refill request form included in your initial prescription package.

**Web:** [www.express-scripts.com](http://www.express-scripts.com) You may place orders for refills online by using the Express Scripts website.

**Telephone: 1-877-292-1227** Interactive Voice Response System (IVR) – You may order refills 24-hours a day by opting to:

- Talk directly to a customer service associate, or
- Use a touch-tone phone to input refill orders electronically by entering your subscriber number and refill number.

**3. Do I have to fill out a mail order profile form each time I send in a prescription?**

No. It is only necessary to complete this form the first time you order medication, unless any information changes. Please list all medications being taken so we can review for potential interactions. Provide additional information on a separate sheet of paper if necessary. If you prefer a nickname rather than your given name, please write the name in the appropriate space.

**4. Can I send in more than one prescription at a time?**

Yes. We will process all of the prescriptions you mail to our pharmacy according to your benefit.

**5. How do I pay for my prescription?**

Express Scripts encourages that all orders include payment to allow processing without delay. Orders may be paid for by:

- VISA, MasterCard, American Express, or Discover
- Bank issued debit card
- Personal check or money order
- FSA or HSA card

**6. How long will I have to wait for my order?**

Please allow up to 14 days from the date that you mailed your prescription until you receive your order to accommodate for mailing time. In house processing will average about two to five business days.

It is advisable for first time users of the home delivery pharmacy to have at least a 30-day supply of medication on hand when a request is placed with Express Scripts Mail Service Pharmacy. If the prescription order has insufficient information, or if we need to contact you or your prescribing physician, delivery could take longer. It is advisable for first time users of the mail order pharmacy to ask your doctor for two signed prescriptions.

- One for an initial supply to be filled at your local participating pharmacy.
- The second for up to a 3-month supply with refills to send to Express Scripts.

**FAXES:**

**7. Can a document containing PHI be faxed to a patient?**

PHI may be faxed to a patient as long as Express Scripts has reasonably confirmed the recipient's fax number and identity of the patient (three out of the five identifiers). Our confidentiality statement must be added to the fax cover sheet and after the fax transmission is complete the documents must be properly disposed.

**8. Can prescriptions be faxed to the Home Delivery pharmacy?**

Patients cannot fax a prescription to an Express Scripts pharmacy. We only accept faxed prescriptions directly from a doctor. Faxing a prescription to Express Scripts does not necessarily reduce the overall time for a patient to receive an order. If a patient has less than a 14-day supply they should obtain a short-term supply at participating pharmacy. The Home Delivery facility does not accept faxed prescriptions for **Class 2 (C2)** prescriptions or for Accutane, Amnestein (isotretinoin) or Lotronex (alosetron).

**9. What is the turnaround time for the data entry of prescriptions faxed from a doctor's office?**

*A faxed prescription is normally visible in our systems within **at least two business days** of receipt. However, if the prescription requires a call to your physician's office for clarification, it may take **longer than 2 business days** for the prescription to be visible in our systems. Having your physician fax a prescription to Express Scripts does not speed up the time it takes us to fill the prescription. However, it does get your prescription to us quicker. Your faxed prescription will be filled within 3-5 business days. Please allow additional time for delivery.*

**10. Who can request a copy of a prescription? Can copies be faxed?**

State law allows the pharmacy to provide a copy of a prescription to the patient. Patients request a copy of their prescription by calling the patient care contact center. Express Scripts will only fax copies of prescriptions only to the prescribing doctors' offices.

A copy is provided to the client if the patient specifically requests this in writing. Express Scripts only accepts HIPAA-compliant written authorizations. HIPAA requires certain elements completed on the authorization form and has requirements regarding storage of the forms. A HIPAA-compliant authorization form is located on our website at <http://www.express-scripts.com/hipaa/release/prescriptionrecords>. The authorization form must be completed by the patient and submitted to Express Scripts' Legal department who reviews the form for HIPAA compliance and releases the prescription.

**PROCESSING/DISPENSING:**

**11. What occurs if a patient sends in a prescription written for a future date?**

Express Scripts is unable to hold prescriptions to fill in the future. Prescriptions written for a future date are returned to the patient if a hardcopy prescription is submitted.

**12. Can compounds be filled at Home Delivery?**

Some compounds can be filled at Home Delivery. Depending upon the ingredient availability and stability, some compounds are not suitable to fill at Home Delivery. Add a minimum of three additional business days to normal turnaround time if Express Scripts requires ordering an ingredient and the product requires hours to compound. Common forms of compounds include capsules, troches, suppositories, creams and topical syringes. Express Scripts is unable to make sterile or injectable products.

**13. Is an existing prescription expired when a new prescription is received for the same medication?**

Yes, when a prescription with an increase in dosage is received, the existing prescription is expired and the new prescription is processed. If a decrease in dosage is required, the existing prescription is expired and the new prescription is placed on hold until the appropriate time to fill it.

**14. Can my doctor write "dispense as written" (DAW) on a prescription and specify the manufacturer?**

Yes, the doctor is required to write on the prescription, in addition to DAW, a specific manufacturer is medically necessary and the manufacturer name. Without the words "medically necessary" the pharmacy uses the manufacturer in stock. The order is routed to the Special Order team and they attempt to obtain the requested medication. We may have difficulty obtaining the specific medication or there may be a delay if it is not a manufacturer we currently contract with.

**15. Will I get brand or generic drugs?**

That depends on you and your physician. You may save money with FDA approved generic equivalents. Where permitted by applicable law, generics may be dispensed when appropriate and permitted by your physician.

**16. What if I want the brand dispensed?**

You can submit a note with your prescription to have your order filled with the brand drug. This may increase the amount you pay.

**17. How long is a written prescription valid?**

A prescription is valid for one year from the date that it was written, unless written for a controlled substance. A prescription for a controlled substance is valid for 6-months.

- Class II controlled prescriptions are only valid for a one time fill.
- Class III – V controlled prescriptions are valid for 5-refills, in addition to the initial fill.

**18. Can I send in a prescription and call when I am ready to order it?**

Express Scripts does not delay filling prescriptions. All prescriptions mailed, faxed or phoned in will be processed upon receipt and mailed to you. Please only have those prescriptions you are ready to have filled submitted. Once your medications are mailed, they may not be returned to Express Scripts.

**19. What happens if I order my prescription and it's too soon to refill it?**

Yes. When a new prescription or a refill is unable to process due to refill too soon, however, it can be filled within 90 days, the medication requested is held until its fill date. All unaffected medications in the order will continue processing. A letter is sent to the patient to inform them of the date the order can be filled and that their order will automatically be processed at that time. (refer to "refill too soon holding" letter).

**20. Is an existing prescription expired when a new prescription is received for the same medication?**

Yes, when a prescription with an increase in dosage is received, the existing prescription is expired and the new prescription is processed. If a decrease in dosage is required, the existing prescription is expired and the new prescription is placed on hold until the appropriate time to fill it.

**NOTIFICATIONS:**

**21. How will I know if my prescription order has been received?**

If you have not opted out of the automated outbound call notification or email notification, you will receive a notification once the prescription order has been entered for processing under your account. Please allow 24-48 business hours for a prescription to be visible and notified of receipt.

**22. I received an automated phone call or an email notification, what is this for?**

There are 4 different types of automated outbound call notifications/email notifications.

- Order Received: Patient will receive an order receipt notification once the order has been entered for processing. Please allow 24-48 business hours for a prescription to be visible and notified of receipt.
- Order Shipped: Patient will receive an order shipped notification once the order shows a shipped status.
- Order Delayed: Patient will receive an order delayed notification if the order has been processing for greater than 5 days.

- **Refill Reminder:** Patient will receive a refill reminder when a medication is due to be filled. Patient should follow the prompts to either refill or decline to prevent future calls on that prescription.

**PLEASE NOTE:** Due to HIPAA regulations the members name and drug name cannot be mentioned on the automated outbound calls.

**23. What can I do if I no longer want to receive the automated outbound notifications/email notifications?**

You may contact customer service and request to be removed from the notification distribution. Being removed from this distribution will remove you from all categories of automated outbound call notifications/email notifications, including order received, order shipped, order delayed and refill reminders.

**PATIENTS:**

**24. Can I request different lids (i.e. non-childproof) at Home Delivery?**

Yes, the patient calls the Express Scripts contact center and the PCA handles the request.

**25. Can an order be split at Home Delivery? If yes, how and when can it occur?**

Express Scripts will not automatically "split" medications in an order. Attempts are made to keep all medications within an order together as processing time may vary depending on the medication, the patient and the type of exceptions. Express Scripts prefers to expedite the entire order or upgrade shipping to allow the patient to receive the entire order within a reasonable turnaround time versus splitting an order. If required, this is a possibility.

**26. Can Express Scripts accommodate vision-impaired patients by displaying larger print at Home Delivery?**

We are unable to attach larger print on the bottle labels but we can include a copy of the bottle labels in large print as part of a patient's paperwork packet. The Patient Order Form contains a box stating, "Check here for a COPY of your bottle label in LARGE print on a separate sheet of paper." We mark the account for this to occur on all future orders.

**27. Can a termed family patient be removed from the Home Delivery refill order form?**

No. Any termed patients previously covered under a subscriber's account cannot be removed from the patient form. Once an individual is added to our home delivery system it will remain.

**REPLACEMENT/RETURNS:**

**28. What occurs if a patient sends in a prescription written incorrectly by the provider and is filled?**

If a provider contacts Express Scripts and states an error was made on the prescription a pharmacist will review to determine if approval will be given to authorize a return for controlled substances or advise the patient to destroy the medication if it is for a non-controlled substance. We do not reverse the original claim but if approved may provide a copayment credit to the patient's account.

**29. Can Express Scripts process replacements on controlled substances at Home Delivery? How?**

Yes, a new hard copy prescription is required for Schedule 2 medications. A pharmacist contacts the doctor to inform the patient is requesting a replacement. A replacement is not processed until a new hard copy of the Schedule 2 medication is received. If the request for a replacement is due to damaged medication, the medication must be returned and received prior to processing the replacement. C3 – C5 replacements require verbal approval from the doctor to replace and must have a valid refill on file. If no valid refill is on file a new prescription must be obtained prior to dispensing the replacement.

**30. My order status shows that my order has been shipped, but I have not received my order. What can be done?**

You may contact customer service. When an order is delayed in transit (due to mail carrier delays) or delayed due to wrong address; EXPRESS SCRIPTS will process a second claim and grant an early refill when the following criteria have been met:

- Patient inquires about the status of their order within 45 days of the date the order was shipped
- Patient has not received the order after at least 12 calendar days of the original ship date and was shipped via a USPS (First Class Mail) carrier
- Express Scripts unable to validate delivery
- EXPRESS SCRIPTS Pharmacist has reviewed and approved the early refill request

If the original order shipped 30 to 45 calendar days from the date the patient is contacting Express Scripts, a replacement order (early refill) will be sent. If the original order is received as well as the early refill order, the patient will be responsible for the payment of both orders.

**REQUESTING CREDIT – ORIGINAL ORDER NEVER RECEIVED**

Express Scripts will request that the patient wait 30 days from the date the original order was shipped before calling to request credit for the original order, if not received.

Records will be researched and if the original order was not received, Express Scripts will reverse one of the claims in order to credit the client and the patient.

A refill will be added back to the patient's prescription, and the patient's account credited for the copay amount.

\*For situations in which Express Scripts was not notified of a change of address, resulting in the patient not receiving their original order, the patient and client will not be credited. The patient will utilize two refills and be charged two co-payments.

**SHIPPING:**

**31. How are ice medications/insulin handled? Which medications are considered ice medications? Are there other medications when the patient is called to schedule delivery?**

Express Scripts works actively with drug manufacturers and shipping vendors to ensure the integrity of medications is maintained during shipping. Packaging and mailing guidelines are in accordance with manufacturer's recommendations and adhere to FDA mandates. Refrigerated drugs will be shipped expedited mail service at no additional cost to the member.

**Insulin**

Depending on the time of year and the destination of the medication, insulin is shipped by overnight or second day delivery with the required amount of ice packaging when necessary

## **Iced Medications**

Medications requiring controlled temperature during shipping are packed in Xpanderpack or Styrofoam coolers. The Xpanderpack or Styrofoam cooler contains the medication and an ice pack. When ready for shipping, the Xpanderpack is sealed and inflated. The medication is located inside the Xpanderpack. If the medication is in the Styrofoam cooler, it will be sealed and the patient locates the medication in a plastic bag in the cooler.

## **Call on Ice Medications**

Medications requiring a controlled temperature during shipping may require phone contact with the patient to arrange a delivery date prior to shipping. "Call on Ice" medications must reach the patient within 48 hours of being shipped. If an ice medication cost exceeds \$2,000, Express Scripts contacts the patient to schedule delivery and ship the medication via signature required delivery. If the patient cannot be reached, the delivery may be cancelled.

### **32. Can Express Scripts ship medications internationally?**

Medications are not typically shipped internationally. Due to the unpredictability of international shipments, Express Scripts will only ship a medication internationally if the patient provides an American Post Office (APO) address or a Fleet Post Office (FPO) address. The preferable options to shipping internationally are:

- An early refill with a quantity greater than 90 days (based on plan setup and the amount of medication needed by the patient).
- Reimbursement of medication purchased out of the country if allowed by plan.
- Medication is shipped to a relative in the U.S. who forwards to the patient.
- Medication is shipped to the patient's place of employment to be forwarded through intra-company mail. The patient should notify their employer of the incoming medication.

The patient should call to discuss the best option for their particular scenario. Refrigerated items are not shipped internationally. Express Scripts does not ship medications to a country not allowing foreign shipments of medication into the country. A package shipped to a foreign address and returned as undeliverable without a new FPO/APO address is not replaced and the patient is not credited.

### **33. Can Express Scripts ship infant formula?**

Infant formula, enteral products and other OTC items are not available through Home Delivery. Express Scripts does not stock these products; however, they may be purchased at a retail pharmacy.

### **34. Can Express Scripts ship overnight delivery to a P.O. Box?**

A street address is required to ship medications by overnight delivery or by a specific carrier. Overnight options may be available upon request and require additional shipping and handling charges. For information on pricing and availability, contact Express Scripts Customer Service.

### **35. How will my order be mailed?**

Orders are shipped in tamper-proof packaging by first class mail and are delivered by your normal carrier, unless the drug requires special handling such as refrigeration. There is no indication on the package that it is from a pharmacy.

### **36. What are the shipping methods used by Express Scripts?**

USPS First Class and DHL Global Mail (Smart Mail) for packages weighing less than one pound

USPS Priority Mail and FedEx SmartPost for packages weighing one pound or more  
Other carriers include USPS First Class Signature Confirmation Service, Fed Ex Next Day and FedEx Second Day  
UPS Ground, UPS Next Day and UPS Second Day

**37. When is a signature required for a package?**

Signatures are required for CII controlled substances, narcotics and medications valued at \$5000 and above. Signature required orders are shipped by UPS, FedEx or USPS Signature Confirmation.

**BILLING/ACCOUNTS RECEIVABLE:**

**38. What happens when Home Delivery copayments on a patient's account exceeds \$500 with no credit card on file? With a credit card on file?**

Refer to Operational Matrix.

**39. Is the subscriber responsible on the account for payment of divorced spouse's medications?**

The subscriber is financially responsible for all patients listed on the account. If the medication is not paid for the subsequent balance due statements are sent to the subscriber and list the names of the medications.

**40. Can I use my flexible spending account (FSA) or health savings account (HSA) card at Home Delivery?**

A benefits card issued for FSA or HSA programs can be used as a debit/credit card if the card is issued through a valid credit card vendor such as Master Card or Visa. It is the responsibility of the patient to provide notification to Express Scripts for its use and when to remove the card from Express Scripts files once benefits are exhausted.

**41. Can a stop payment be put on a check?**

Yes.

**42. Can a check be reissued in a different name other than the subscriber?**

No, with one exception. If the subscriber is deceased we can reissue the check to the "Estate of XXX" which allows the executor of the estate to cash the check. Express Scripts' Legal department must receive a copy of the court order specifying the executor.

**43. When is a patient's account delinquent and how does it affect their prescriptions?**

Prescriptions are not dispensed on accounts with past due balances in excess of \$40 for 90 days or longer. Fills/refills requested on delinquent accounts are flagged and routed to the copayment exceptions area for resolution. The patient is contacted and provided the following information: amount overdue, number of hours Express Scripts will hold the refill and the phone number to call for questions or to pay down the balance. When payment is received, the order is released for processing. If the copayment is not received after our attempt, the patient is informed by mail a payment is required. If it is a new prescription, it is returned with a letter of explanation.

When a patient does not pay for their medications we will send monthly statements requesting payment. After a certain time period, if no payment received, the account is turned over to a collections agency that sends letters to the patient. When patient is placed in collections they are not informed going forward they must provide payment upfront (check or credit card information) prior to shipping the medication.

**44. What is the turnaround time for Home Delivery checks to be posted to a patient's account?**

When we receive a check with a Home Delivery fill it takes approximately five to ten business days to post and deposit the check. If an order processes and ships over a short time frame the order may contain an invoice stating the patient has a balance due if the check is not posted and deposited. Payments sent in after the order has shipped are processed within 48 hours of receipt.

**45. How will I know if I have an outstanding balance?**

You will receive an invoice with each order processed by Express Scripts. Additionally, monthly statements are sent to members with outstanding balances.

**MISCELLANEOUS:**

**46. Can Express Scripts Home Delivery pharmacies accept prescription transfers from retail pharmacies?**

No, Express Scripts is unable to accept transferred prescriptions but assists the patient by contacting the doctor to obtain a new prescription.

**47. Can a prescription be transferred between another mail-order vendor and Express Scripts?**

No, not on an individual patient basis. The only time we accept transfers of mail order prescriptions is when Express Scripts processes a group transition and systematically transfers the prescriptions between the two vendors.

**48. Which prescriptions are transferred from one Express Scripts Home Delivery pharmacy to another Express Scripts Home Delivery pharmacy?**

When we transfer prescriptions from one site to another site we can only transfer the prescriptions ready for immediate fill since the prescription is entered and immediately filled. There is no placeholder for prescriptions the patient does not want filled at the present time. PCAs are trained to advise the patient to call back when a prescription is ready to be filled and at that time it can be transferred.