



WHO KNEW?

Focus On Your Benefits

EXPRESS SCRIPTS HOME DELIVERY SERVICE

Starting Home Delivery

It is easy to get started! Home Delivery forms can be obtained from the Benefits Office or through Express Scripts Customer Service.

Mail your prescriptions

Simply complete the Home Delivery order form, include your prescription and payment and mail it to Express Scripts. Be sure to ask your doctor for a 90-day prescription (with up to one year of refills, if appropriate). Please allow 10 to 14 days to process your initial order after mailing the prescription to Express Scripts. (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 Home Delivery Pharmacy.)

Let us do the work for you

If you have a prescription that you currently fill at your local pharmacy and would like to start receiving it through Home Delivery, we will call your doctor to get a new prescription. This process typically takes 2 to 3 weeks from the time you complete your online request. You can request this through your account at www.express-scripts.com or just visit www.StartHomeDelivery.com. If you don't have Internet access, please call 1-877-536-4326 and follow the prompts to make the switch to home delivery.

Faxing Prescriptions

Once you have your profile setup, a doctor's office may fax in a prescription. To prevent fraud and to guarantee compliance, Express Scripts is not allowed to accept prescriptions faxed in from members. Please ask your doctor's office to fax in the prescription to 1-800-396-2171 and ensure the following information is listed on the fax:

1. Patient's Name, Date of Birth, Address and Cardholder ID# (number on your ID card)
2. Office Name and address, Phone #, Fax # and Name of the person faxing the prescription
3. Prescriber's DEA# and Prescriber's Name and Signature
4. Time and Date prescription faxed

Miscellaneous Home Delivery Information to Know:

1. Express Scripts Home Delivery can dispense medications that need to be refrigerated.
2. Express Scripts Home Delivery can dispense controlled medications.
3. Prescriptions are shipped at no charge. You may request to upgrade the shipping of your order for an additional fee. Upgrading the shipping does not expedite the fulfillment of your order.
4. The mail order service works best for prescriptions written for maintenance medications. Maintenance medications are drugs that you take on a daily basis for a long period of time. If you order only a 30 day supply through mail, you will be subject to the mail order copays. The better channel for short-term medications is through the retail pharmacy for a 30-day supply.
5. Just like your local pharmacy, Express Scripts cannot fill a new prescription if the directions, strength, dose or signature is missing from the prescription. If any information is missing or not clear, we will need to contact your doctor for clarification. This can delay the processing of your order. If necessary, Express Scripts may attempt to contact you if your prescription is delayed. We strive to ensure that the prescription is filled safely and accurately each and every time.

Provided By:

Keenan

Associates

License No. 0451271

(951) 788-0330

Express Scripts Home Delivery Pharmacy PO Box 52147 Phoenix, AZ 85072-2147	Express Scripts Customer Service 1-877-586-3115 Open 24 hours, 365 days a year
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