



Mail service is an *expansion* of your prescription benefit and includes the same medication management programs currently in place (i.e., prior authorization, use of generics, etc.). Here are some commonly asked questions and answers:

Who is eligible to participate in the mail order program?

Members with a prescription drug benefit in HealthPlus, HealthPlus Options, HealthPlus Senior (Medicare) and HealthPlus PPO are eligible. HealthPlus Partners, MICHild and County Health Plan are not eligible.

How do I pay for my prescription?

Express Scripts requires that all orders include your copayment to allow processing without delay. Orders may be paid for by credit card, debit card, check, or money order. Please do not send cash.

How will my order be shipped?

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.

How long will I have to wait for my order?

Although the turnaround time is often shorter, please allow up to 14 days from the date that you send your prescription to receive your order. **The first time you order a medication from Express Scripts, we recommend that you have at least a one-month supply of medication on hand before you place your order.** If your order is submitted with insufficient information or if we need to contact you or the doctor who wrote the prescription, delivery could take longer than 14 days.

What can I do to prevent delays in delivery?

- Make sure the information on the prescription is clear. The information should include your name, HealthPlus ID#, address, phone number, drug name, dose, directions, quantity, legible physician signature, physician's office phone number, and physician's DEA number if available.
- Remember that the same refill rules apply for mail service prescriptions. If it is too soon for your prescription to be refilled, based on the last time you received that medication, Express Scripts will hold the prescription and fill it as soon as the system will approve the claim. When you receive your order, Express Scripts will provide you with the allowable date for ordering your refill.
- If your contract number (the first 9 digits of your ID#) is different than your spouse, use two separate mailers when you mail your prescriptions to Express Scripts. You can send prescriptions for your spouse and family members in the same mailer, if you are all under the same contract number.

How can I order refills after I get started with mail service?

You may order refills by mail, or any time day or night online at www.express-scripts.com, or by telephone at 1-877-322-8471.

Should I use mail service for all of my prescriptions?

No, you should not use mail service for short-term medications or medications that you need immediately, such as antibiotics or pain medications. Also, if your doctor starts you on a new medication, the dose or directions may change. Wait until you are stabilized on a new medication before you ask your doctor to prescribe a 90-day supply for mail service.

What medications are NOT covered through mail service?

Compounded medications and injectable medications, with the exception of insulin, glucagon, Epi-Pen and Imitrex, are NOT covered if obtained from Express Scripts. If you have questions about covered medications, please call the HealthPlus Customer Service department.