

**EXPRESS SCRIPTS
SELECT HOME DELIVERY
FREQUENTLY ASKED QUESTIONS
1-800-451-6245
www.expressscripts.com
www.starhomedelivery.com**

What is Select Home Delivery?

Select Home Delivery is a program that encourages members to fill their maintenance medications using home delivery. Members receive a three-month supply of medication for the cost of a two-month co-pay at the retail pharmacy, so the savings to the member is 33%. AMHIC will be implementing this program on a one-year trial basis.

How can I start home delivery?

A home delivery brochure containing a mail order form is available at the AMHIC website at www.amhic.com. Click on "Our Benefits," then click on "Medical Insurance," scroll or click on either "PPO Plan" or "Network-Only Plan" and then click on "Express Scripts Mail Order." Once the member and their doctor completes this form and the doctor faxes it to Express Scripts, the prescription will be filled, shipped and delivered to the member's home or office, FREE of shipping costs, within 7 – 10 days. The member can call Express Scripts at 1-800-451-6245 with any specific questions about home delivery.

How does this program work if I am currently taking a maintenance medication but not using home delivery?

Below are the steps that will take place:

- Members on maintenance medications using the retail pharmacy will be sent a letter from Express Scripts prior to January 1, 2010 informing them that they have been enrolled in a program encouraging them to start using Home Delivery for one or many of the medications they are currently using. Instructions will be included in the letter on which medications and how they can get a new prescription to Express Scripts. The member will have to contact their doctor or call Express Scripts at 1-800-451-6245 and ask that Express Scripts contact their doctor for a new prescription. The member can also log onto the Express Scripts website (www.expressscripts.com) and follow the information on the website regarding the steps for using Home Delivery in order to request a new prescription. Express Scripts will fill and ship the new prescription to the member when their next refill is due. The member can also call Express Scripts and opt out of the Home Delivery program and continue to use the retail pharmacy to have their medication(s) filled.
- The **first** maintenance prescription filled at a retail pharmacy after January 1, 2010 for new and existing prescriptions will prompt Express Scripts to send a letter to the member explaining the Select Home Delivery option. Instructions will be included in the letter on which medication(s) and how they can get a new prescription to Express Scripts. The member will have to contact their doctor or call Express Scripts at 1-800-451-6245 and ask that Express Scripts contact their doctor for a new prescription. The member can also log onto the Express Scripts website (www.expressscripts.com) and follow the information on the website regarding the steps for using Home Delivery in order to request a new

prescription. Express Scripts will fill and ship the prescription to the member when their next refill is due. The member can also call Express Scripts and opt out of the Home Delivery program and continue to use the retail pharmacy to have the medication(s) filled. If the member disregards the letter they can still use a retail pharmacy to get a refill.

- If the member fills their second prescription (refill) at a retail pharmacy, Express Scripts will send the member a second letter explaining the Select Home Delivery option. Instructions will be included in the letter on which medication(s) and how they can get a new prescription to Express Scripts. The member will have to contact their doctor, or call Express Scripts at 1-800-451-6245 and ask that they contact their doctor for a new prescription. The member can also log on to the Express Scripts website (www.expressscripts.com) and follow the information on the website regarding the steps for using Home Delivery in order to request a new prescription. Express Scripts will fill and ship the prescription to the member when their next refill is due. The member can also call Express Scripts and opt out of the Home Delivery program and continue to use the retail pharmacy to have the medication(s) filled. If the member disregards the second letter when they visit the retail pharmacy the third fill will be rejected.
- If a member tries to fill a **third** prescription (refill) at a retail pharmacy, the prescription will be denied at the retail pharmacy. At that point the member should call Express Scripts at 1-800-451-6245 to participate or opt out of the select home delivery plan. If the member opts out Express Scripts will update their system and allow the third fill and all subsequent fills through a retail pharmacy. The member will pay the **full cost** of the prescription unless they enroll in home delivery or contact Express Scripts to decline the program.

What if the prescription is sent to a wrong address, is not received, or is left outside of the house and misplaced/lost?

The member should call Express Scripts at 1-800-451-6245 about non-receipt of a home delivery prescription and Express Scripts will resend the prescription. The member has the following two options if the prescription is still not received:

1. After 15 days if the prescription is not received, the member should call Express Scripts at 1-800-451-6245 and Express Scripts will send another prescription. If after 30 days the prescription is still not received, the member should call Express Scripts at 1-800-451-6245 and the original prescription will be reversed from the system and the member will receive a credit for their co-pay.
2. The member can go to a retail pharmacy and get an interim fill of the prescription. The member may be required to get a new prescription from their physician.

How do I contact Express Scripts about this program?

You can contact Express Scripts 24 hours per day, 7 days per week at 1-800-451-6245. In addition, if you want to enroll or opt-out of the program you can contact Express Scripts at 1-888-772-5188 (Monday – Friday, 7:30 a.m. – 5:30 pm. Central Standard Time). The members can also use the Express Scripts website (www.expressscripts.com) 24 hours a day.