

Retail Pharmacy

Q: What will happen to my current retail prescriptions after the switch to Express Scripts?

A: In most cases, members have not seen many changes. Most major drugstores participate in the Express Scripts retail pharmacy network, and nearly 200 prescriptions have been filled at retail pharmacies since 4/1/2023. Please be sure to 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: What if my pharmacy cannot get my claim to process?

A: There have been members who have had difficulty getting prescriptions to process at some retail locations. One of the challenges has been related to the member ID number (see Step 4). **If the pharmacy is unable to process your prescription, give them the below information. If all else fails, they pharmacy will be able to use your Social Security Number to fill your prescription.**

Please follow the action steps listed below to enter the claim.	
Step 1	Enter Bin # 003858 or 610014
Step 2	Enter Processor Control A4
Step 3	Enter Rx Group #: HAMBURG
Step 4	Enter 9 digit member ID # and add 00 at the end (i.e. xxxxxxxx00) or Employee Social Security Number
Step 5	Enter the member's date of birth

For a document you can hand to the Pharmacist use the PDF provided in this notification.

In addition, Express Scripts will send a notification to all of our in-network pharmacies advising them on how to submit your prescription.

Website and mobile app

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

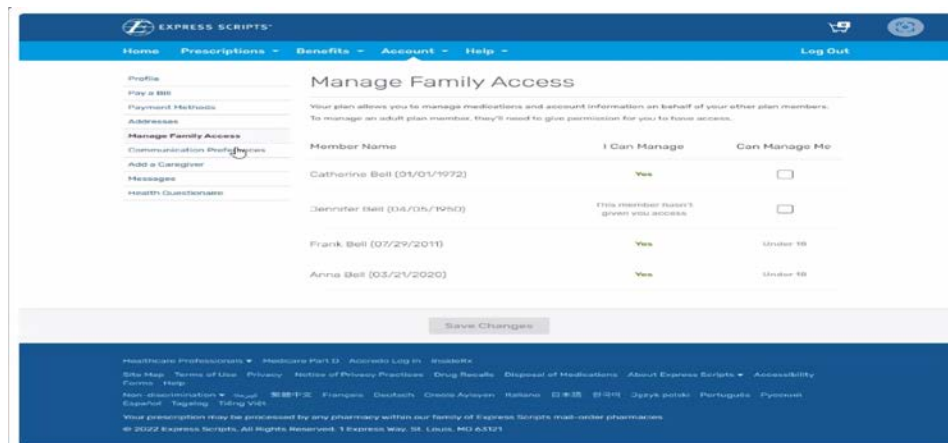
A: Visit Express-Scripts.com and click the "Create online account" button. You will be asked to provide your Express Scripts member ID number and email address.

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

A: 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, 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: Why can't I see my entire family's prescriptions?

A: Because HIPPA requirements don't allow for a member to see all of their family members who are age 18, or over, unless they are explicitly linked online. You can use the "manage family access" page on the website and check the box for each member you want to share your information with if available (see below).



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 4/1/2023, 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.

Home Delivery

Q: What do I do if I don't see all of my current home delivery prescriptions transferred in my Member Profile?

A: We have several members whose prescriptions could not be transferred because of New York State Pharmacy regulations that prohibit certain types of medications from being transferred electronically. In particular, prescriptions for controlled substances can't be transferred and require an updated prescription. Members can either call Express Scripts Customer Service at **800-711-0917**, or the prescribing physician, to get an updated prescription on file for home delivery.

The other reason you might not see all of the prescriptions that are usually mailed to you is the fact that HIPPA laws only allow the member to see medications for the member and dependents under the age of 18. You will find directions for merging all member profiles above.

Member Services toll-free at 800-711-0917