Member Communication Samples

Express Scripts, an Evernorth Company

EVERNORTH℠

Contents

EVERNORTH

WELCOME KIT SAMPLE

EVERNORTH℠

WE PROMISE

MANAGING YOUR HEALTH CAN BE EASY.

Welcome to Express Scripts!

As your Champions for Better℠, we're here to give you better, simpler ways to manage your prescriptions and your health. Here are a few highlights you can expect:

Easy
No more paper prescription card. Register online or download the Express Scripts® mobile app and have your info with you at all times.

Accessible
Connect with pharmacists in the app, or online and by phone 24/7.

Personalized
Communication options so you can control how you hear from us.

Convenient
Order refills, track shipments, compare prices and access your plan info – all online.[1]

3 easy ways to set up your account and get started:

1. Visit **express-scripts.com**

2. Text **JOIN** to **69717** for a link to our registration page[2]

3. Visit your favorite app store to download the Express Scripts® mobile app

1. First-time visitors must register using their member ID number or Social Security Number.
   You can manage your medicine online when your coverage takes effect. Before then,
   you can set up your online account, including your preferred shipping address, preferences,
   and payment method(s) for home delivery orders.
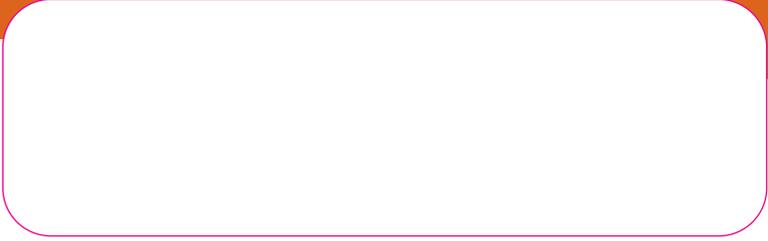2. Automated text message will be sent to you. Message and data rates apply. Not a condition of purchase.

EXPRESS SCRIPTS®

CHAMPIONS FOR BETTER℠

WELCOME KIT ENVELOPE SAMPLE

EVERNORTH SM

Welcome
to Express Scripts

**Do not discard. Important information
about your prescription benefit enclosed.**

EXPRESS SCRIPTS®

Activate your online benefits today!

ID CARD SAMPLE

EVERNORTH

EXPRESS SCRIPTS® **CHAMPIONS FOR BETTER™**

EXPRESS SCRIPTS®

CLIENT
LOGO
HERE

Prescription ID Card

RxBIN	<123456>	Issued	<XX/XX/XXXX>
RxPCN	<A4>		
RxGrp	<Default>		
Issuer (12345)	<1234567890>		
ID	<00000000000>		
Name	<JOHN Q SAMPLE>		

<JOHN Q SAMPLE> <JOHN Q SAMPLE> <JOHN Q SAMPLE>
<JOHN Q SAMPLE> <JOHN Q SAMPLE> <JOHN Q SAMPLE>

EXPRESS SCRIPTS®

CLIENT
LOGO
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Prescription ID Card

RxBIN	<123456>	Issued	<XX/XX/XXXX>
RxPCN	<A4>		
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ID	<00000000000>		
Name	<JOHN Q SAMPLE>		

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2017999999 - 000000001 CID PMM-CWK

<JOHN Q SAMPLE>
<123 ANYSTREET>
<APT. 456>
<SOMETOWN, US 99999-9999>

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Text JOIN to 69717 for a link to our registration page[2]

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1. First-time visitors must register using their member ID number or Social Security Number. You can manage your medicine online when your coverage takes effect. Before then, you can set up your online account, including your preferred shipping address, preferences, and payment method(s) for home delivery orders.
2. Automated text message will be sent to you. Message and data rates apply. Not a condition of purchase.

Express Scripts Customer Service: 800.711.0917 **Accredo Specialty:** 800.803.2523 **TDD:** 800.759.1089 **Pharmacist Use Only:** 800.922.1557	**Express Scripts Customer Service:** 800.711.0917 **Accredo Specialty:** 800.803.2523 **TDD:** 800.759.1089 **Pharmacist Use Only:** 800.922.1557

Use your new member ID card at participating retail pharmacies near you.

\<Pharmacy Name\> **\<Address 1\>** **\<Address 2\>** **\<City, State, Zip\>**	**\<Pharmacy Name\>** **\<Address 1\>** **\<Address 2\>** **\<City, State, Zip\>**	**\<Pharmacy Name\>** **\<Address 1\>** **\<Address 2\>** **\<City, State, Zip\>**

WE'RE YOUR CHAMPIONS FOR BETTER[SM]

Skip the trip with home delivery.

Get long-term medication (and savings) delivered right to your door from Express Scripts.

Pay less, relax more.

- Up to a \<90\>-day supply for just one copay
- Free standard shipping[1]
- Refill online, by phone and with our app
- Sign up for automatic refills and we'll send your medication to you when it's time to refill

Get personalized care from our specialty pharmacy.

You'll use Accredo to fill specialty medications that treat complex conditions like multiple sclerosis, hepatitis C and cancer. Through Accredo, you'll have 24/7 access to specialty-trained pharmacists and nurses who understand your condition. Call us at \<XXX.XXX.XXXX\> to get started.

Choose from a variety of retail pharmacies.

- Place orders in person, at the pharmacy or over the phone
- Pick up your prescription at a participating network retail pharmacy
- You may need to fill long-term medications with home delivery, but you can always fill your acute prescriptions at retail

\<Before your next retail fill, please take action to avoid paying full cost for your medication. We can help.\>

\<Convenient home delivery from Express Scripts Pharmacy[SM] is required by your plan. You can continue going to a retail pharmacy every month, but you'll pay full cost for your long-term medication.\>

[1] Standard shipping costs are included as part of your prescription plan benefit.

BENEFIT COVERAGE UPDATE SAMPLE

EVERNORTH℠

EXPRESS SCRIPTS®

<<Month DD, YYYY>>

<First Name> <Last Name>
<Address line 1>
<Address line 2>
<City>, <State> <Zip>

A benefit coverage update:
Please talk with your doctor about your prescription.

Dear <First Name>,

We want to let you know about an important update to your coverage. **Starting <<Effective Date>>, your plan will limit how much medication you can get at one time for certain prescriptions** (listed on the right).

This change is based on the product information approved by the Food and Drug Administration (FDA) as well as published clinical trials and guidelines. We want to make sure you get the safest, most effective medication available. It also helps lower overall drug costs by reducing waste.

All you need to do is **one** of the following:

- **Have your pharmacist talk with your doctor** to prescribe a higher strength when one is available. *OR*
- **Ask your pharmacist to give you the amount your plan *will* cover** and you'll pay your copayment each time. *OR*
- **Talk with your doctor.** If your doctor doesn't agree with this change, he or she may visit the Express Scripts online portal at esrx.com/PA or call Express Scripts at 800.417.1764 to request a review on or after <<Effective Date>>, which may let you get more. **If your doctor doesn't visit esrx.com/PA or call and get approval, you'll be responsible for any additional costs not covered under the plan.** We don't want you to pay more, so please ask for a different prescription or have your doctor call us.

If you have any questions, we'd be glad to help. Please visit express-scripts.com or call us at the number on your member ID card.

Sincerely,

Andrew R. Behm

Andrew R. Behm, Doctor of Pharmacy
Express Scripts

As of **<<Effective Date>>, your plan's coverage will change for the medication(s) below.**[1] This means your plan will cover only fills for the amount listed below.

NAME	LIMIT[2, 3]
<DRUG NAME>	<LIMIT>
<DRUG NAME>	<LIMIT>
<DRUG NAME>	<LIMIT>
<DRUG NAME>	<LIMIT>

[1.] May not be all medications you currently take.

[2.] The per-month quantity allowed (unless otherwise noted). 90-day retail and home delivery are typically 3 times the per-month quantity.

[3.] For example, if your medication comes in different strengths, you could take *one* dose of the higher strength instead of *two* at the lower strength. The *amount* of medication you're taking is the same, but you won't pay for more doses – which can save you money.

Questions?
We'd be glad to help.

Call the number on your member ID card.

Express Scripts manages your prescription plan for your employer, plan sponsor, health plan or benefit fund.

Additional covered alternatives may be available. Other prescription plan considerations may apply. Costs for covered alternatives may vary. To compare drug prices, please log in at express-scripts.com. Select "Price a Medication" from the menu under "Prescriptions," enter your current medication name and follow the instructions. When applicable to some plans, the cost of the current medication may not be applied to your deductible or out-of-pocket maximum.

MEMBER FAQ

EVERNORTH℠

EXPRESS SCRIPTS®

Transitioning to Express Scripts

Frequently Asked Questions

We're pleased to announce that starting <<Date>>, Express Scripts will manage the prescription plan for <<Client Name>>. Please take a moment to read this information and become familiar with the features and advantages of your plan. You can also save it for future reference.

GENERAL INFORMATION

Q: How can I contact Express Scripts?
A: For questions or information about your prescription plan, **please register and log in anytime at express-scripts.com**. You can also call Express Scripts at the toll-free number on your member ID card.

WELCOME MATERIALS

Q: When will I receive a new member ID card?
A: Your new member ID card will be sent in <<Month>>. (Please note that the member ID card will cover all your dependents. Separate ID cards for dependents won't be issued.) Please show your new member ID card to your pharmacist when filling a prescription for yourself or a covered family member.

As of <<Date>>, you'll also be able to access your member ID card anytime from your mobile device if you download the Express Scripts® mobile app. In addition, you can print a member ID card at **express-scripts.com.**

PRESCRIPTION COVERAGE

Q: How do I maximize my prescription drug coverage?
A: Here are ways to take advantage of your plan:
- Use FDA-approved generic drugs whenever possible.
- For short-term medications, use local participating pharmacies. For example, your doctor might prescribe a 15-day antibiotic for an infection.
- For long-term medications, use <<insert Smart90 pharmacy>> or home delivery from Express Scripts Pharmacy® to receive up to a 3-month supply.

Q. What does the term "cost share" mean?
A: Your cost share is the portion of the cost you pay for covered prescriptions. Under most plans, the member's cost share is a copayment, which is a flat dollar amount, or coinsurance, which is a percentage of a medications cost.

Q: How can I calculate my out-of-pocket cost for a preferred or a nonpreferred drug?
A: There's a tool on **express-scripts.com** called Price a Medication that will help you calculate the estimated cost of a prescription drug. As of <<Date>>, register or log in at **express-scripts.com** and click on **Price a Medication** in the menu under **Prescriptions**. Enter your medication name and view cost and coverage information on the results page. The Price a Medication tool is also available on the Express Scripts mobile app.

Note: The Price a Medication calculator doesn't imply a guarantee of coverage, as covered products or categories are subject to individual plan restrictions and/or limitations. The Price a Medication tool displays cost and coverage information for the current calendar year.

Q: Are generics safe?
A: Yes. FDA-approved generic drugs—like brand-name drugs—must meet the same standards of quality and purity established by the U.S. Food and Drug Administration (FDA) to help ensure their safety and effectiveness, and generics usually cost less. Generic versions approved by the FDA have the same active ingredients as their brand-name counterparts, and they're equal in strength and dosage. Sometimes, drug manufacturers use different inactive ingredients, such as fillers and dyes, which may affect a generic drug's shape, color, size or taste.

Q: Why should I consider generics or preferred brand-name drugs?
A: You may save money by taking generics or preferred brand-name drugs, because they usually cost less under your plan than nonpreferred brand-name drugs. Many new generics have become available over the past year. If you're taking a nonpreferred drug, ask your doctor if a lower-cost generic or preferred brand drug would be the right option for you.

Q: How do I know whether my medication is covered or whether there's a generic equivalent?
A: To find coverage and pricing details or if your medication has a generic equivalent, register or log in at **express-scripts.com**. Then, choose **Price a Medication** from the menu under **Prescriptions**. After you look up a medication's name, you'll see cost and coverage information on the results page.

Q: How do I know which drugs are preferred?
A: Your preferred drug list contains thousands of commonly prescribed drugs. To see if a medication is covered on your drug list, log on at **express-scripts.com** and select **Price a Medication** from the menu under **Prescriptions**. Enter your medication name and click **Search**. If your drug isn't preferred, talk with your doctor to identify an appropriate alternative that will effectively treat your condition.

LONG-TERM MEDICATIONS

Q: How can I avoid paying more for prescriptions I take on an ongoing basis?
A: You'll save when you order at <<insert Smart90 pharmacy>> or through home delivery from Express Scripts Pharmacy®. To use <<insert Smart90 pharmacy>>, ask your doctor for a prescription written for up to a 3-month supply, plus refills for 1 year as appropriate, and take it to the pharmacy. To start home delivery, please see below.

HOME DELIVERY

Q: What's Express Scripts Pharmacy®?
A: This home delivery service is available as part of your prescription plan. With Express Scripts home delivery, you could save when you fill up to a 90-day supply of your long-term prescriptions.

<<Q: Will I need to get new prescriptions for existing home delivery refills?
A: If you have refills remaining with your current home delivery pharmacy, in most cases, you won't need a new prescription. Your remaining refills should transfer automatically to Express Scripts Pharmacy. Once this happens, you'll be able to refill them online, by mail or by phone. If you need a refill before <<Date>>, please order it through your current home delivery pharmacy.>>

Prescriptions for controlled substances, compound drugs and expired prescriptions won't transfer to Express Scripts. You must get a new prescription from your doctor. For most covered medications, including controlled substances, you can do this in one of two ways:

- Have the doctor send the prescription electronically to Express Scripts Home Delivery using e-prescribing (the fastest method).
- Submit the prescription using a home delivery order form found at **express-scripts.com**. Log in and select

Forms & Cards from the menu under **Benefits**.

For compound drugs, you must use a participating retail pharmacy, Express Scripts Pharmacy doesn't dispense compounded medications.

Q: How can I start using Express Scripts Pharmacy for new prescriptions?
A: To start ordering a medication you take on an ongoing basis, ask your doctor to write a prescription for up to a 90-day supply, plus refills for up to 1 year (as appropriate). To fill the prescription, choose one of these options:

- Have the doctor send the prescription electronically to Express Scripts Home Delivery using e-prescribing (the fastest method) or fax. Your doctor can call 888.327.9791 for faxing instructions.
- Mail your prescription(s) along with the required cost share and a completed order form. Order forms can be found at **express-scripts.com** or by calling Member Services.

Once you've placed your first order, you can register or log in at **express-scripts.com** or on **the Express Scripts®️ mobile app** to request your prescription refills and renewals.

Q: Is there an additional charge for shipping and handling with home delivery?
A: Medications are shipped via standard service at no cost to you. Expedited shipping is also available for an additional fee.

Q: How soon will I receive my home delivery order? And how can I check the status of my order?
A: Orders for a first-time prescription will usually arrive within 8 to 11 business days after Express Scripts receives your prescription. Refills will usually arrive faster. You can check the status of your order by logging in at **express-scripts.com** or on the Express Scripts mobile app. Or, you can call Member Services and use the automated system. If you're a first-time visitor to the website, take a moment to register with your member ID number.

Q: How do I pay for my home delivery prescriptions?
A: You can pay by credit or debit card, electronic checking, money order, MasterPass or PayPal. If you prefer to use a credit card, you have the option of enrolling in the Express Scripts automatic payment program online at **express-scripts.com**. You can also call Member Services.

When you pay for home delivery prescriptions by electronic checking, your cost share is conveniently deducted from your checking account. (The amount that is being deducted will be noted in the prescription information that accompanies your order.)

You can also provide your payment preference by logging in at **express-scripts.com** and selecting **Payment Methods** from the menu under **Account**. Then click Edit information to input your payment information.

SPECIALTY MEDICATIONS

Q: What's a specialty medication?
A: Some prescription drugs are called "specialty medications" and they're used to treat complex, chronic health conditions, such as multiple sclerosis or rheumatoid arthritis. These medications usually have to be stored or handled in special ways.

Q: Is there an extra cost to use Accredo's services?
A: No. As an Express Scripts specialty pharmacy, Accredo is part of your prescription plan.

Q: Can I order all my medications from Accredo?
A: No. Accredo dispenses only specialty medications.

PRIOR AUTHORIZATION

Q: What's prior authorization (also known as coverage approval)?
A: Your plan uses coverage management programs to help ensure you receive the prescription drugs you need at

a reasonable cost. These programs include prior authorization, step therapy and quantity management.[1] Each program is administered by Express Scripts to determine whether your use of certain medications meets your plan's coverage requirements. In some cases, a coverage review may be necessary to determine whether a prescription can be covered under your plan.

If your prescription requires prior authorization, your doctor can initiate a coverage review by visiting our online portal, **esrx.com/PA**. Express Scripts will inform you and your doctor in writing of the coverage decision.

EXPRESS SCRIPTS' WEBSITE AND MOBILE APP

Q: How do I register with the Express Scripts website?
A: You can log in and register at **express-scripts.com.** You'll be asked to provide your member ID number and email address.

Q: What can I do on the Express Scripts website?
A: On **express-scripts.com** you can…

- Get information about your plan.
- Find participating retail pharmacies near you. See how much certain medications will cost.
- Refill and renew home delivery prescriptions. Check order status. Receive timely medication alerts.
- Find available lower-cost medication options. Ask questions of a pharmacist online.

Q: How do I download the Express Scripts® mobile app?
A: Visit your mobile device app store, search for "**Express Scripts**" and download it for free. Register or log in using the same username and password you created if you already registered via express-scripts.com.

Q: What can I do on the Express Scripts mobile app?
A: Many of the tools you can use for managing your prescriptions on **express-scripts.com** are also available through the mobile app. You can use the app to view your medications and set reminders for when to take them or to notify you when you're 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 present at the pharmacy.

PRIVACY INFORMATION

Q: Who has access to my prescription information?
A: Express Scripts has a strong commitment to your privacy. Express Scripts has established effective administrative and technical safeguards to protect the confidentiality of your prescriptions and other information and to secure this information from unauthorized or improper access, disclosure or use. In addition, Express Scripts does not sell individually identifiable information nor lists of members and their covered dependents to outside companies for solicitation or marketing purposes.

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[1] The medications affected by this plan limit may change. To find out whether your medication's price is affected by these plan limits, log in to express-scripts.com and select Price a Medication under the Prescriptions menu after you log in. After selecting your medication, you'll see cost and coverage information on the results page. If you're a first-time visitor to our website, please take a moment to register and have your member ID number handy. If the cost of a medication at a retail pharmacy is lower than your plan's retail cost share, you'll not pay more than the retail pharmacy's cash price, regardless of the number of times you purchase the prescription. In some cases, this price may be less than either your standard retail or mail cost share.

THANK YOU

EVERNORTH SM