



EXPRESS SCRIPTS®



Get the most from  
your prescription plan

Prince George's County Government  
(Non-Medicare)



# Welcome to Express Scripts

## »» What's Inside

Your benefit at a glance.....	2
Your plan's preferred medications .....	3
Prior authorization .....	3
Step therapy .....	4
Filling your prescriptions .....	5
Using home delivery from the Express Scripts Pharmacy <sup>SM</sup> for 90-day supplies .....	5-6
Using a participating retail pharmacy for short-term supplies .....	6
Using an out-of-network pharmacy .....	7
Using the Express Scripts <sup>®</sup> mobile app.....	7
Accredo, the Express Scripts specialty pharmacy .....	8
At-a-glance guide .....	9

At Express Scripts, the company chosen by Prince George's County to manage your prescription plan, your health is important to us. We know there's a person behind every prescription we fill, and we're ready to serve you.



# Your benefit at a glance

You have choices when it comes to having your prescriptions filled. Express Scripts helps ensure that you have access to high-quality, cost-effective medications through a network of retail pharmacies and by offering convenient home delivery of your long-term medications – those medications you take on an ongoing basis – from the Express Scripts Pharmacy<sup>SM</sup>. Your copayments are based on the type of prescription you have filled and where you have it filled:

## Prince George's County plan

### Participating retail pharmacy copayments (up to a 30-day supply)

\$10 for generic drug

20% (\$20 min/\$50 max) for preferred (formulary) brand-name drug

30% (\$40 min/\$50 max) for nonpreferred (nonformulary) brand-name drug

### Home delivery from the Express Scripts Pharmacy<sup>SM</sup> copayments (up to a 90-day supply)

\$20 for generic drug

20% (\$40 min/\$100 max) for preferred (formulary) brand-name drug

30% (\$80 min/\$100 max) for nonpreferred (nonformulary) brand-name drug

## Exclusions from coverage

Items not covered include:

- Drugs obtained without a prescription
- Drugs which, when taken in accordance with the physician's directions, exceed a 30-day supply
- Vitamins or minerals (except prenatal vitamins)
- Drugs charged by any hospital, rest home, sanitarium, or similar institution
- Immunization agents, biological sera, blood or blood plasma, beauty aids, cosmetics and dietary supplements
- Drugs covered under any governmental program or law or for which no charge is incurred or for which there is no legal obligation to pay
- Drugs prescribed as a result of work-related injuries or disease (Contact Worker's Compensation carrier)
- Drugs prescribed as a result of war-related injuries or disease
- Drugs not approved by the Federal Drug Administration, including but not limited to experimental drugs
- Drugs that are not medically necessary

# Your preferred medications

Prince George's County and Express Scripts have worked together to develop a list of drugs covered under your plan and referred to in this booklet as a formulary. Your formulary offers a wide selection of generic and brand-name prescription drugs chosen to help keep prescription drug costs down. To see if a medication is covered, log on or register at **express-scripts.com**, select "Price a Medication" from the menu under "Prescriptions", enter the drug name and follow the instructions. Click "View coverage notes" on the results page.

## Medications requiring prior authorization

A prior authorization will be needed if you are currently taking a medication that is not on your formulary or in some other situations. Examples of medications that require a prior authorization include growth hormones and drugs to treat multiple sclerosis, cancer, arthritis and skin conditions (just to name a few). To see if a medication is covered, log on or register at **express-scripts.com**, select "Price a Medication" from the menu under "Prescriptions", enter the drug name and follow the instructions. Click "View coverage notes" on the results page.

To get a prior authorization request started, have your healthcare professional visit our online portal at **esrx.com/PA**.

### *Important facts about generic drugs*

*Today, nearly 8 in 10 prescriptions filled in the U.S. are for generic drugs. U. S. Food & Drug Administration (FDA)-approved generics (Tier 1) are equivalent to the brand-name drug.<sup>1</sup>*

- FDA-approved generic drugs have the same active ingredient, strength, dosage form and route of administration as the brand-name drug.*
- The generic manufacturer must prove its drug is the same (bioequivalent) as the brand-name drug.*
- All manufacturing, packaging and testing sites must pass the same quality standards as those of brand-name drugs.*

<sup>1</sup> Source: <http://www.fda.gov/Drugs/ResourcesForYou>

# The benefit of step therapy

In its ongoing effort to provide a robust yet cost-effective drug benefit, your plan sponsor participates in programs to encourage the prescribing and use of generics and lower-cost alternative brands when appropriate. That means using a tried-and-true medication that's proven safe and effective for your condition at the lowest possible cost to you and your plan sponsor.

## How does step therapy work?

Step therapy is designed for people who regularly take prescription drugs to treat ongoing medical conditions such as arthritis, asthma or high blood pressure. Prescription medications are grouped into two categories:

**Step 1 medications** are generic and sometimes lower-cost brand drugs proven safe, effective and affordable. In most cases, you should try these medications first because they usually provide the same health benefit as more expensive medications but at a lower cost.

**Step 2 and Step 3 medications** are brand-name drugs that are generally necessary for only a small number of patients. These medications are the most expensive options.

## What if my doctor prescribes a Step 2 medication?

Ask if a generic (Step 1) medication may be right for you. Please share your formulary – the list of prescription drugs covered by your plan – with your doctor. The pharmacy will not automatically change your prescription; your doctor must write a new prescription for you to change from a Step 2 medication to a Step 1 medication. If a Step 1 medication is not a good choice for you, then your doctor can request prior authorization (prior authorization is described in more detail on page 3) to determine if a Step 2 medication will be covered by your plan.

## Who decides which prescription drugs are included in step therapy?

A panel of independent licensed physicians, pharmacists and other medical experts work with Express Scripts to recommend medications for inclusion in the step therapy program. Together, they review the most current research on thousands of prescription drugs tested and approved by the FDA for safety and effectiveness, recommending appropriate prescription drugs for the program. Prince George's County then selects the medications that will be covered on your prescription drug plan.

For more information on step therapy in your plan, visit [express-scripts.com](https://www.express-scripts.com).

# Filling your prescriptions

You have two ways to fill your prescriptions, depending on your medication needs. For long-term medication needs – for example, drugs used to treat high blood pressure or diabetes – home delivery from the Express Scripts Pharmacy<sup>SM</sup> is the convenient, safe way to get your prescription. For short-term medication needs, such as antibiotics for strep throat or pain relievers for an injury, filling at a participating retail pharmacy is best. Both options are detailed below.

## Using home delivery from the Express Scripts Pharmacy<sup>SM</sup>

The Express Scripts Pharmacy<sup>SM</sup> offers the best value for the prescription drugs you take regularly to treat ongoing conditions. Your medications are delivered safely and conveniently to your home.

## Four ways to get started with home delivery

An Express Scripts Pharmacy<sup>SM</sup> Order Form was included in your Welcome Kit with your member ID card. You can print additional forms if needed or start home delivery by visiting [express-scripts.com](https://www.express-scripts.com).

### 1 ePrescribe

- Ask your doctor to submit the prescription electronically to Express Scripts.

### 2 Online

- Ask your doctor to write a prescription for up to a 30-day supply and fill it immediately at your local pharmacy.
- After you've filled your 30-day prescription, go to [express-scripts.com](https://www.express-scripts.com), click "Register" to set up your account.
- When your registration is complete, you will be notified of any savings opportunities you may have. Select the medications you wish to transfer to home delivery, checkout, and Express Scripts will contact your doctor to obtain a prescription for up to a 90-day supply of your medication.

### *Free standard delivery from the Express Scripts Pharmacy<sup>SM</sup>*

Your medication will be mailed to your home via standard U.S. Postal Service delivery at no charge,<sup>2</sup> usually within 8 days from when we receive the prescription (10 - 14 days for first-time prescriptions). Your medication will arrive in a plain, weather- and tamper-proof pouch, with packaging accommodations made for temperature control if needed.

<sup>2</sup>Overnight delivery is available, at an additional cost.

## *When you use the Express Scripts Pharmacy<sup>SM</sup>, you can count on:*

- *A 90-day supply of your medications, usually for less than you'd pay at your retail pharmacy*
- *Free standard shipping<sup>3</sup> in a plain weather- and tamper-proof pouch*
- *Flexible payment options and auto refills*
- *A registered pharmacist available at any time, day or night, year round*
- *Refill orders placed at your convenience, by telephone or online*

<sup>3</sup> Cost of standard shipping is included as part of your prescription plan.

### **3 By fax from your doctor**

- Ask your doctor to write two prescriptions: one for up to a 30-day supply that you can fill immediately at your local pharmacy; one for up to a 90-day supply of your medication, plus refills for up to one year.
- Have your doctor or a member of your doctor's staff fax your prescription to Express Scripts at **888.327.9791**. Faxes must be sent from your doctor's office. **Faxes from other locations, such as your home or workplace, cannot be accepted.**

### **4 By mail**

- Ask your doctor to write two prescriptions: one for up to a 30-day supply that you can fill immediately at your local pharmacy; one for up to a 90-day supply of your medication, plus refills for up to one year.
- Complete an order form for home delivery from the Express Scripts Pharmacy<sup>SM</sup>. You can print a form from **express-scripts.com**.
- Return the completed order form, your written prescription for your 90-day supply and payment<sup>4</sup> to the Express Scripts Pharmacy<sup>SM</sup>.

<sup>4</sup> To help avoid delays in filling your prescription, be sure to include payment with your order.

## **Using a participating retail pharmacy**

**For short-term medication needs**, a retail pharmacy is your most convenient option. When filling prescriptions that you need immediately, simply present your Express Scripts member ID card and written prescription to your pharmacist and pay your copayment.

You can locate your nearest participating retail pharmacy at any time by logging on at **express-scripts.com** and selecting "Find a Pharmacy" from the menu under "Prescriptions".

## Using an out-of-network pharmacy

If you use a pharmacy that's not covered in your network, you must pay the entire cost of the prescription and then submit a claim for reimbursement. You will be reimbursed for the amount the covered medication would have cost at a participating retail pharmacy minus the appropriate copayment. Claim Forms are located online at [express-scripts.com](https://www.express-scripts.com) and can be requested from Member Services. Claims must be submitted within 365 days of the prescription purchase date.

## Continuing to fill at retail

After having the same prescription filled two (2) times at a retail pharmacy, it will be more cost effective for you to refill that prescription through home delivery from the Express Scripts Pharmacy<sup>SM</sup>. However, if you continue to refill that prescription at your retail pharmacy, you'll pay 100% of the cost after the second fill.

## Using the Express Scripts® mobile app to manage your prescriptions

The Express Scripts mobile app helps you stay on track with taking your medications as prescribed. It's available to anyone with an iPhone®, iPad®, Android™, and Amazon mobile device. Go to your smartphone's app store, search for "Express Scripts" and download it for free today. After downloading the app, register or log in with your [express-scripts.com](https://www.express-scripts.com) username and password. With the app you can:

- Quickly and easily manage your home delivery prescriptions – refill and renew them right from your phone.
- Track your home delivery prescription orders.
- Look up potential lower-cost prescription options available under your plan and discuss them with your doctor – even while you're still in the doctor's office.
- Review your personalized alerts to help ensure that you are following your treatment plan as prescribed by your doctor.
- View your medications and set reminders for when to take them or notify you when you are running low. Get personalized alerts if there's a possible health risk related to your medications. You can also add over-the-counter medications, vitamins, and supplements to check for possible interactions with your prescriptions.
- Use your phone to display a virtual card at the pharmacy.

# Accredo, your specialty pharmacy

Accredo, the full-service Express Scripts specialty pharmacy, provides personalized care to patients with chronic, complex health conditions. Accredo offers several comprehensive disease-specific patient-care management programs:

- **Patient counseling** – convenient access to highly trained specialty experts, including pharmacists, nurses and patient care coordinators who provide the support you need to manage your condition
- **Patient education** – clinicians and disease-specific educational materials available 24/7
- **Convenient medication delivery** – coordinated delivery to your home, doctor's office or any other approved location
- **Refill reminders** – ongoing refill reminders from a patient care coordinator
- **Language assistance** – translation services are available for non-English speaking patients

For additional information about the services available to you through Accredo, please call **800.922.8279**.

## *We're here to help*

*Through programs specific to your condition, you can receive a complete range of services and specialty medications – many of which can be very costly and are often unavailable through retail pharmacies. The conditions include, but are not limited to:*

- *Cancer*
- *Hemophilia*
- *Hepatitis*
- *Multiple sclerosis*
- *Psoriasis*
- *Pulmonary arterial hypertension*
- *Respiratory syncytial virus*
- *Rheumatoid arthritis*

# At-a-glance guide

## Online

You can use the Express Scripts website for quick access to information. Register today at **express-scripts.com** to:

- Order refills of your prescriptions from the Express Scripts Pharmacy<sup>SM</sup>
- Track the status of your prescriptions from the Express Scripts Pharmacy<sup>SM</sup>
- Check prescription pricing and coverage
- Request Express Scripts Pharmacy<sup>SM</sup> home delivery Order Forms
- Locate a participating retail pharmacy and download Claim Forms
- Ask a pharmacist with specialized training a medication question
- Live chat with a Patient Care Advocate (PCA) for questions about your prescription plan
- Obtain health information and much more

## By mobile app

Access many of the same features as the website, plus view your member ID card to use at the pharmacy.

## By phone

Call **800.711.0917** to speak with a PCA for questions about your prescription plan.

*All services listed are available 24 hours a day, 7 days a week.*

*To access TTY service for hearing-impaired members, call **800.899.2114**.*

## By fax from your doctor

Your doctor may fax your prescriptions to the Express Scripts Pharmacy<sup>SM</sup> at **888.327.9791**.

# Helpful contact information you may need

Express Scripts website .....	<b>express-scripts.com</b>
Express Scripts mobile app (to download) .....	<b>express-scripts.com/mobileapp</b>
TTY .....	<b>800.899.2114</b>
To fax prescriptions (doctors only).....	<b>888.327.9791</b>
Prior Authorization (for doctors only) .....	<b>esrx.com/PA</b>
Accredo, a specialty pharmacy.....	<b>800.922.8279</b>
Member Services.....	<b>800.711.0917</b>

## Your privacy is important

Express Scripts is committed to meeting Prince George's County guidelines related to protecting your privacy as well as those of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). HIPAA includes provisions to ensure privacy of your personal health information.

In order to provide you with pharmacy services and to administer your prescription plan, we may require personal health and prescription drug information from you, your doctor or your retail pharmacy. We use this information only to verify your identity and pricing under program; to check for adverse drug interactions; to accurately process your prescription order; and to keep you informed about the proper use of your medications, available treatment and benefit options.

Under the terms of our contract with Prince George's County, Express Scripts is required to provide individual pharmacy claims data for payment processing and record keeping without identifying individual members. As part of the contract, we are also obligated to report any unusual activity that may constitute fraud or abuse of benefits.

