

Member Portal User Guide

This guide will help you use the member portal features and functions needed to manage your pharmacy services.

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GET THE MOST OUT OF THIS GUIDE

We know health care can be overwhelming.

As your pharmacy benefit manager, Express Scripts helps you stress less and save more. We take care of you, so you can focus on what really matters. Your family, friends and colleagues count on you to be there for them, and that's why Express Scripts is here for you.

Have your pharmacy benefits right within reach.

Access important pharmacy benefits information anywhere, anytime with an online account at express-scripts.com.

- Can't-lose-it digital ID card. Keep your ID card on you 24/7 with an online account at express-scripts.com. Download it to your phone, print a copy or do both.
- Money-saving recommendations. Don't pay more than you need to for your medication. Log in and check money-saving recommendations as soon as your doctor prescribes your medication, so you can get the right medication, supply and pharmacy for you.
- Rx and claims history. Review important pharmacy info all together in one place. Check the price of a medication before and during a doctor's visit. It's all possible with an online account at express-scripts.com.
- Coverage review updates. Does a medication need to be reviewed before you receive it? Check its status with an online account at express-scripts.com.

We are committed to meeting the needs of all members using our digital tools and resources, including those with accessibility needs such as, but not limited to, vision, hearing, cognitive or physical disabilities. Please learn more about how Express Scripts by Evernorth is a champion for accessibility at express-scripts.com/accessibility.

While this guide is an expansive look into the website, we recommend registering or logging in to explore your own pharmacy benefits.

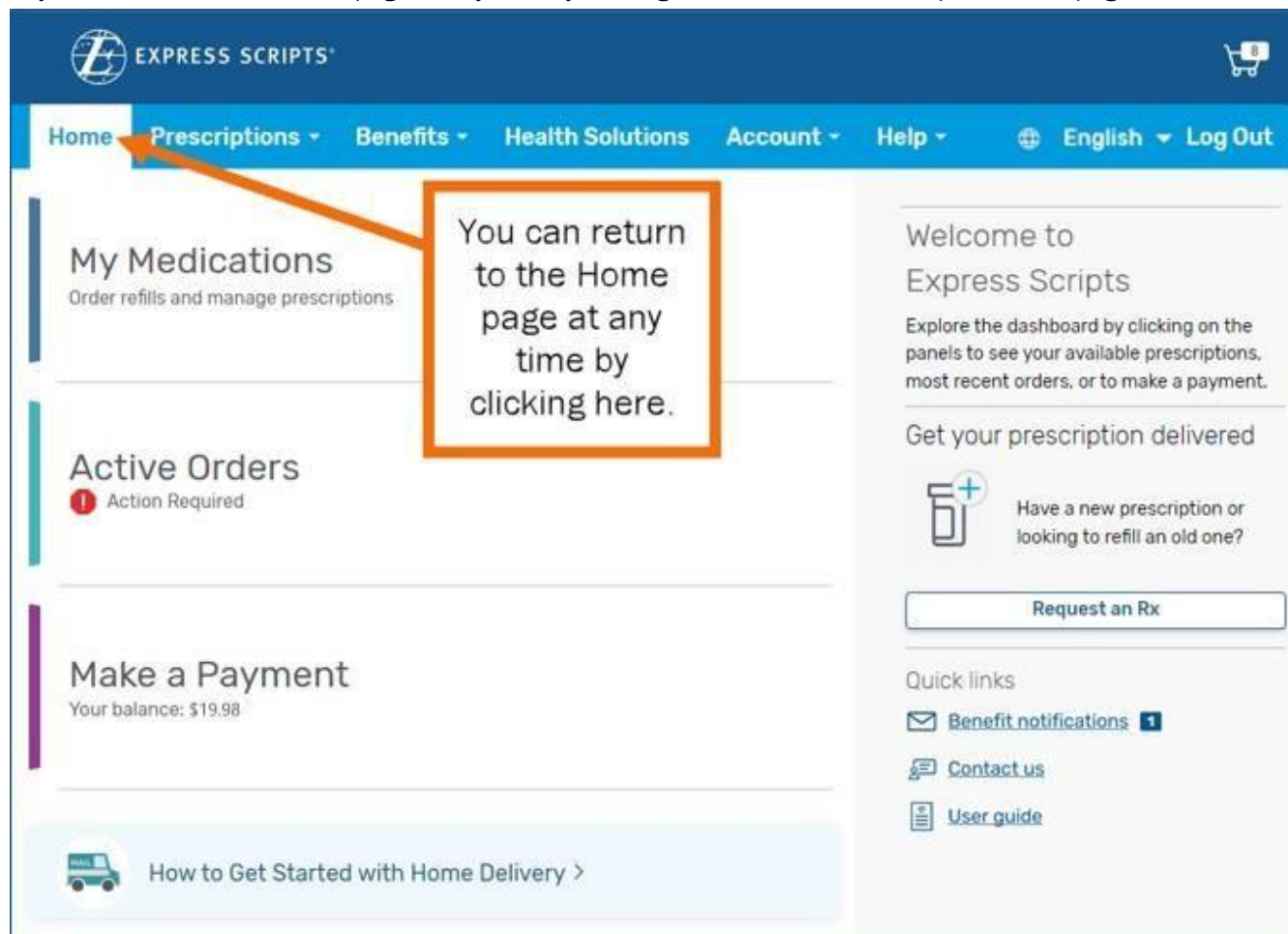
Create your online account today with Express Scripts, your AM/PM/PBM. Visit express-scripts.com or scan the QR code below.



Note: The website is subject to change at any time. Not all features listed in this guide are available for all plans; check express-scripts.com for your prescription plan when your coverage begins. For specific questions about your coverage, please click the Contact Us link on the dashboard after logging in to the website.

MEMBER DASHBOARD

The first page you see in the Member Portal is the Home page, also called the Member Dashboard. The Home page contains links to the features that you will use most – including My Medications, Active Orders and Make a Payment. Return to the Home page at any time by clicking the Home link at the top left of the page.

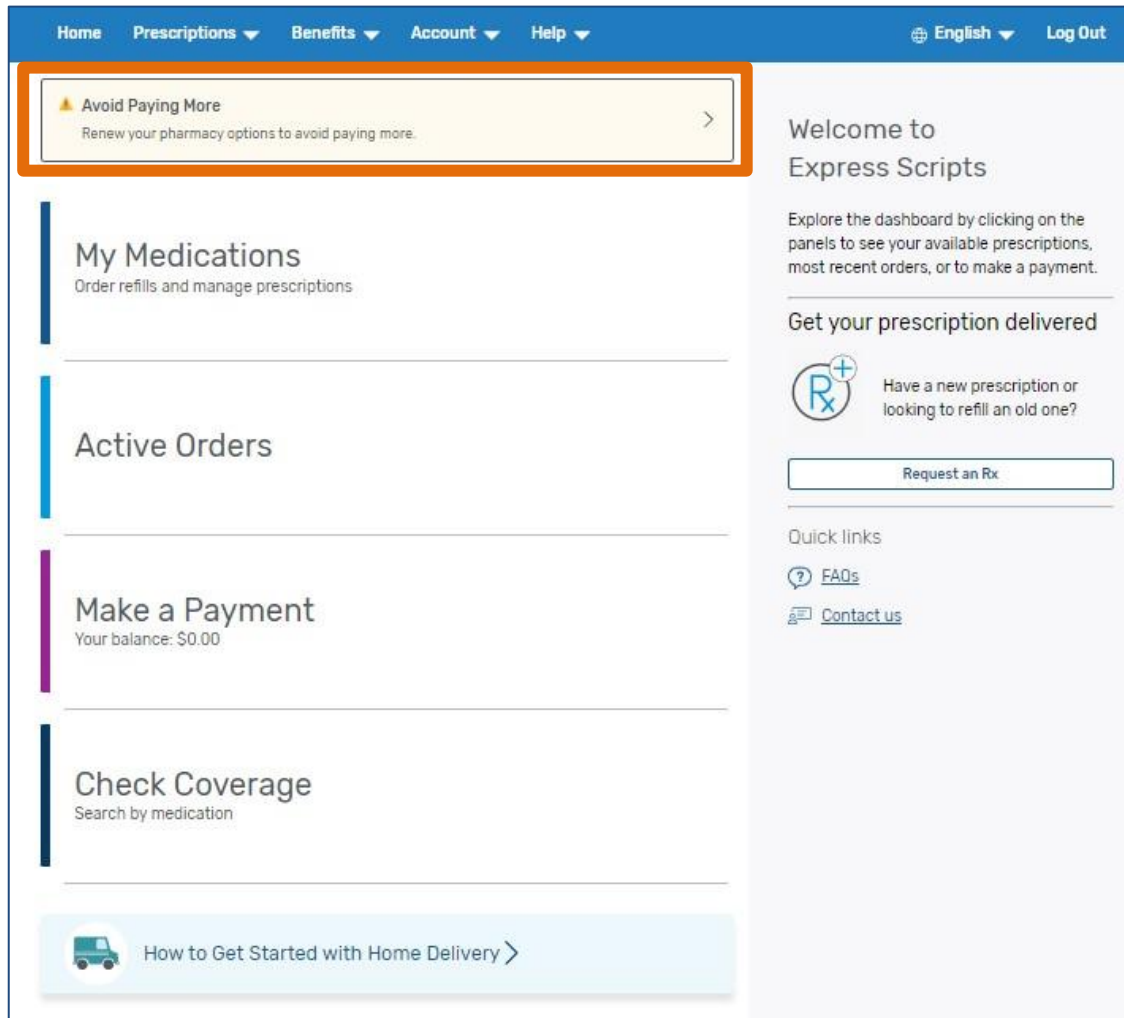


MEMBER DASHBOARD: AVOID PAYING MORE

Depending on the medications you take, you may have savings opportunities. We ensure that you receive the right medication and an appropriate days' supply at the right pharmacy aligned with your benefit plan. Explore savings opportunities by clicking the yellow Avoid Paying More widget and reviewing them. You can make decisions in accordance with recommendations like:

- Lowest-cost pharmacy
- Switching to a lower-cost generic equivalent medication
- Switching from a 1-month supply to a 3-month supply

Note: Clicking on any "Learn more" links on landing pages will open a pop-up window with helpful tips and information



Home
Prescriptions
Benefits
Account
Help
English
Log Out

Prescription 1 of 3
Skip for now

Pay \$213.13 less a month

You have 0 courtesy fills left for this medication. [Learn more](#)

R

Recent fill
04/01/2024
Eliquis 5 mg
1-month supply | 60 tablets
Wal-Mart
400 Forest Gate Ctr
Pisgah Forest NC 28768-7712
\$216.80
Tiara Masak (1956)
Dr. John Rhyner
(828) 274-6000

We recommend switching to:
3-month supply
Maintenance pharmacy ⓘ

This recommendation helps you pay \$213.13 less on your next fill.

Select a Pharmacy

Home
Prescriptions
Benefits
Account
Help
English
Log Out

Back

Prescription Details

Medication
Eliquis
Day's Supply
3-month supply

Showing 3 of 3 pharmacies for Tiara Masak (1956) near 58102

☒ Express Scripts Pharmacy
Home Delivery
\$11.00
Lowest cost

☐ CVS
1321 19th Ave N, Fargo, ND 58102-1821
\$11.00
Lowest cost

☐ CVS
2425 13th Ave S, Fargo, ND 58103-3749
\$11.00
Lowest cost

Confirm Pharmacy

Prices may change based on your plan or the date we fill your prescription.
Want to know more about home delivery? [Learn more](#)
Not sure about paying for three months at a time? [Learn about monthly payments](#)

Home
Prescriptions
Benefits
Account
Help
English
Log Out

Prescription 2 of 3
Skip for now

Pay \$183.49 less a month

You have 0 courtesy fills left for this medication. [Learn more](#)

Rx
Recent fill
03/18/2024

Alphagan P 0.1 %
1-month supply | 1 drops

CVS
371 Asheville Hwy
Brevard NC 28712-4647
\$187.16

Tiara Masak (1956)
& Dr. John Johnson
(828) 884-7320

We recommend switching to:

3-month supply
brimonidine tartrate (generic equivalent for Alphagan P)

This recommendation helps you pay \$183.49 less on your next fill.

Continue
View other options

Home
Prescriptions
Benefits
Account
Help
English
Log Out

Back

Prescription Details

Medication

brimonidine tartrate ...

Alphagan P (brand)
brimonidine tartrate (generic equivalent for Alphagan P)

Showing 3 of 3 pharmacies for Tiara Masak (1956) near 58102

Express Scripts Pharmacy
Home Delivery
\$11.00
Lowest cost

CVS
821 19th Ave N, Fargo, ND 58102-1821
\$11.00
Lowest cost

CVS #04165
371 Asheville Hwy, Brevard, NC 28712-4647
\$11.00
Current
Lowest cost

Confirm Pharmacy

Prices may change based on your plan or the date we fill your prescription.

Want to know more about home delivery? [Learn more](#)

Not sure about paying for three months at a time? [Learn about monthly payments](#)

Home
Prescriptions
Benefits
Account
Help
English
Log Out

Prescription 3 of 3
Skip for now

Pay less a month

You have 0 courtesy fills left for this medication. [Learn more](#)

Recent fill

03/22/2024

latanoprost 0.005 %

1-month supply | 1 drops

CVS

371 Asheville Hwy

Brevard NC 28712-4647

\$5.29

Tiara Masak (1956)

Dr. John Johnson

(828) 884-7320

We recommend switching to:

3-month supply

This recommendation helps you pay less on your next fill.

Continue

View other options

Home
Prescriptions
Benefits
Account
Help
English
Log Out

Back

Prescription Details

Medication
latanoprost
Day's Supply
3-month supply

Showing 3 of 3 pharmacies for Tiara Masak (1956) near 58102

☐ Express Scripts Pharmacy
Home Delivery

\$11.00
Lowest cost

☐ CVS
1321 19th Ave N, Fargo, ND 58102-1821

\$11.00
Lowest cost

☒ CVS #04165
371 Asheville Hwy, Brevard, NC 28712-4647

\$11.00
Current
Lowest cost

Confirm Pharmacy

Prices may change based on your plan or the date we fill your prescription.

Want to know more about home delivery? [Learn more](#)

Not sure about paying for three months at a time? [Learn about monthly payments](#)

updated: 07/17/24
 This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

CRP1292007

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Home
Prescriptions
Benefits
Account
Help
English
Log Out

Confirm Doctor Information

Please review your doctor's name and address to make sure they are correct. We'll use this information to confirm your prescription changes with your doctor.

Eliquis 5 mg - Tiara Masak (1956)
Dr. John Rhyner
5 Vanderbilt Park Dr, Asheville, NC
[Update doctor](#)

brimonidine tartrate 0.1% - Tiara Masak (1956)
Dr. John Johnson
188 Medical Park Dr Ste C, Brevard, NC
[Update doctor](#)

latanoprost 0.005% - Tiara Masak (1956)
Dr. John Johnson
188 Medical Park Dr Ste C, Brevard, NC
[Update doctor](#)

Review Selections

Home
Prescriptions
Benefits
Account
Help
English
Log Out

Your Prescription Selections

Save and print this form

Take this form to your pharmacy or doctor. This form is valid at any in-network pharmacy.

CVS #04165
371 Asheville Hwy
Brevard NC 28712-4647
(828) 883-3132

brimonidine tartrate 0.1% drops
3-month supply
Dr. Johnson
(828) 884-7320
Tiara Masak
Date of Birth: 09/01/1956

latanoprost 0.005% drops
3-month supply
Dr. Johnson
(828) 884-7320
Tiara Masak
Date of Birth: 09/01/1956

Member ID #: 112129118949

Next Steps

1. Save and print this form for your records. This form will be unavailable after you leave this page.
2. Bring the form and your insurance card to your pharmacy or doctor.
3. Tell your pharmacist or doctor that you want to order a 3-month supply of your medication.

Save and Print

Go to Checkout


 updated: 07/17/24
 This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

CRP1292007

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BENEFITS OVERVIEW

You can see the details of your medication benefit coverage in the Benefits Overview section. To get to this page, follow these steps:

- Click on Benefits in the top colored bar.
- Click on Benefits Overview in the drop-down menu under Benefits.

On the Benefits Overview page, you can find simple summaries of your Deductible, Copay/Coinsurance and Out-of-Pocket information.

Express Scripts

Home Prescriptions **Benefits** Health Solutions Account Help English Log Out

Benefit Overview

Forms
Explanation of Benefits

Get a better understanding of how your health plan work together to pay for your medication.

Deductible

\$

The total amount you must pay before your plan starts paying for part of your prescription costs.

Copay/Coinsurance

Copayment, or copay, is the amount you pay out-of-pocket each time you fill a prescription.

[View Details](#)

Out-of-pocket

The money you pay out of your own pocket for your medication before your plan covers the rest of the cost.

[View Details](#)

Deductible

Benefit Period - One Year

	Individual	Family
	In-Network	In-Network
Home Delivery / Retail	\$XXX	\$XXX

Medical Claims Included

[Find additional information on pricing and coverage](#)

CLAIMS HISTORY

Our Claims History area can show you a list of all your current and past claim data. It also provides cost information for your prescriptions. You can also download a record of your prescription spending in one convenient spot.

To see a list of your claims history, follow these steps:

- Click on Prescriptions in the top colored bar.
- Click on Claims History in the drop-down menu under Prescriptions.
- To see more information about your claim or claim status, click on the View Details button to the right in the claim row.

EXPRESS SCRIPTS

Home Prescriptions Benefits Account Help English Log Out

My Medications
Order History
Claims History
Price a Medication
Automatic Refills
Find a Pharmacy
Pharmacy Options
Pharmacy Alerts
Prior Authorizations
Request an Rx

Claims History is ready
You are here, we've got you covered. Your 2023 prescription spending is in one convenient spot to download, whether you picked up your medication at a pharmacy or had it delivered. [Download](#)

Date Range: [Dropdown] Member: John Smith [Download] [Print]

1 Total claims	\$344.58 Total cost	\$11.20 Total you paid
-------------------	------------------------	---------------------------

Medication	Status	Service Date	Total Cost	You Paid	
Creon Caps 3,000U Rx# XXXXXXXXXX CVS# XXXXXXXXXX	Completed	02/01/2024	\$344.58	\$11.20	View Details

What's not included in your cost:

- Claims that are still being processed or adjusted
- Non-prescription items
- Additional service fees
- Shipping

For more information about other healthcare claims, please contact your medical provider

*Additional info required to process

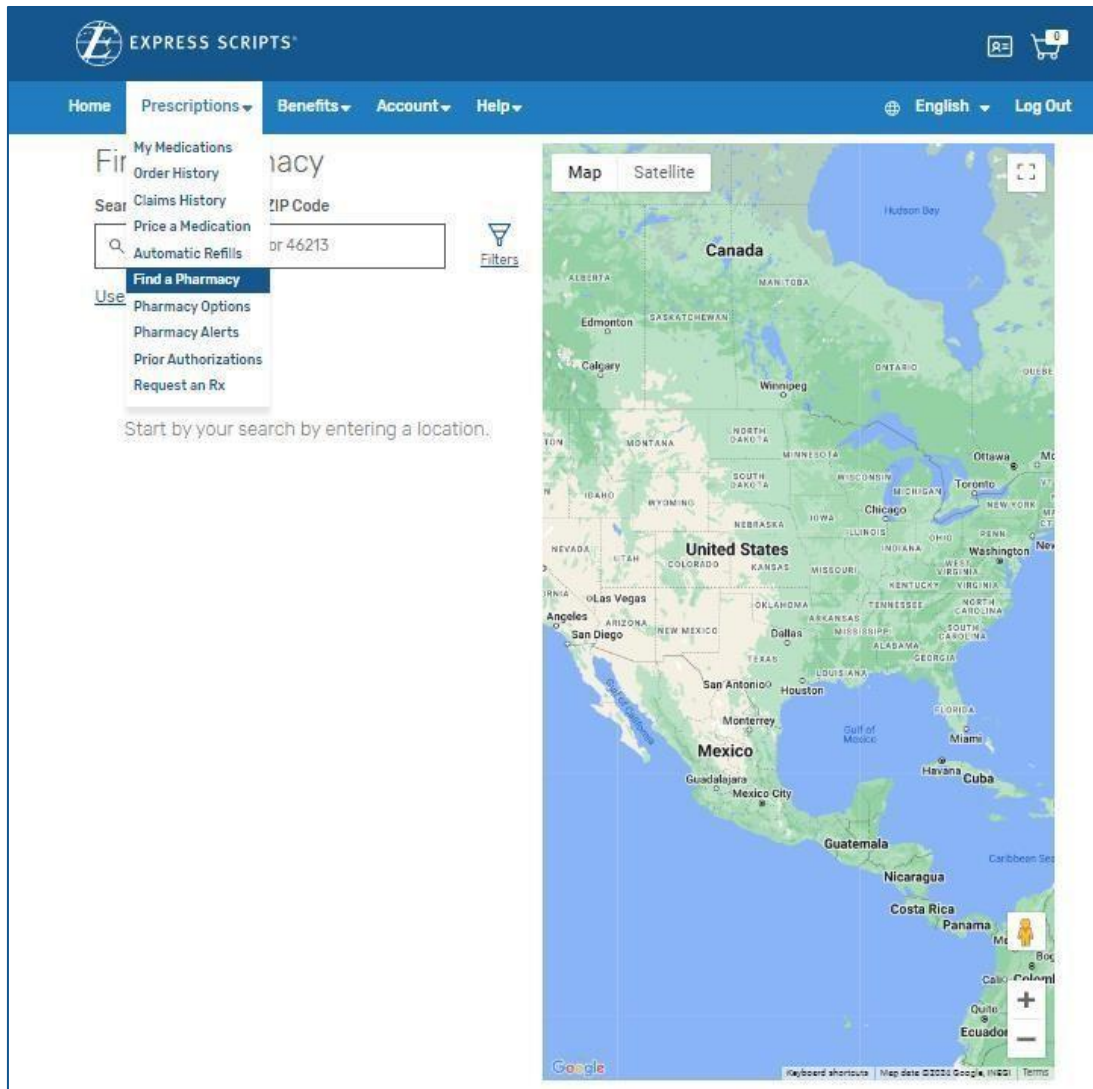
Click on "View Details" to see more information

FIND A PHARMACY

We've made it easy for you to find a pharmacy in your network. To find a pharmacy, follow these steps:

- Click on Prescriptions in the top colored bar.
- Click on Find a Pharmacy in the drop-down menu under Prescriptions.

Once you are on the Find a Pharmacy page, enter your ZIP code and press the Enter key to see the in-network pharmacies nearest to you.



After entering your ZIP code and pressing the Enter key, you will see a list of network pharmacies near you. Click on your preferred pharmacy to find contact information and more details.

Find a Pharmacy

Search by city/state or ZIP Code

×

Filters

[Use my location](#)

48 results for 07601

1. ABC PHARMACY

123 Main St
Hackensack, NJ 07601-4811
(201) 342-1999

[Store Details](#) [Directions](#)

0 miles

2. ABC PHARMACY

123 Sample St
Hackensack, NJ 07601-4811
(201) 488-0654

[Store Details](#) [Directions](#)

0.26 miles

3. ABC PHARMACY

123 Smith St
Hackensack, NJ 07601-3555
(201) 968-5260

[Store Details](#) [Directions](#)

0.3 miles

To fine-tune your search, click on Filters to narrow down your results by pharmacy name, medication days' supply, available services and recommended pharmacies.

Find a Pharmacy

Search by city/state or ZIP Code

Q 07601

[Use my location](#)

48 results for 07601

1. ABC PHARMACY
123 Main St
Hackensack, NJ 07601-4811
(201) 342-1099

[Store Details](#) [Directions](#)

2. ABC PHARMACY
123 Sample St
Hackensack, NJ 07601-4811
(201) 488-0654

[Store Details](#) [Directions](#)

3. ABC PHARMACY
123 Smith St
Hackensack, NJ 07601-3555
(201) 968-5260

[Store Details](#) [Directions](#)

Map Satellite

0 miles

Filters

Filter by pharmacy name

Q Enter pharmacy name

☐ Show only recommended pharmacies

Filter by supply

☐ 90-day supply

☐ 30-day supply

Filter by services

☐ Delivery available

☐ 24-hour service

☐ Open 7 days a week

☐ Emergency Prescription Service

☐ Vaccines

☐ Multilingual pharmacists

☐ Compounding pharmacy

Reset Apply

PHARMACY OPTIONS

Some members, based on their benefit, may be able to save money by having medication delivered by mail. To learn more, visit our Pharmacy Options page.

Find the Pharmacy Options page by following these steps:

- Click on Prescriptions in the top colored bar.
- Click on Pharmacy Options in the drop-down menu under Prescriptions.

The screenshot shows the Express Scripts website. The top navigation bar includes links for Home, Prescriptions, Benefits, Health Solutions, Account, Help, English, and Log Out. The 'Prescriptions' dropdown menu is open, showing options like Refill Prescriptions, Order History, Claims & Balances, Price a Medication, Automatic Refills, Find a Pharmacy, Pharmacy Options (highlighted), and Prior Authorizations. The main content area features a promotional message: 'John, you could save up to \$XXX.XX per year with delivery from the Express Scripts Pharmacy*'. Below this, there's a section titled 'Choose the medicine you want us to deliver in up to a 3-month supply.†'. A table compares the cost of Tamsulosin Hcl (0.4 mg Tablet) at a current retail pharmacy (\$4.40/28 days) versus Express Scripts Pharmacy (\$1.50/28 days), showing a potential savings of \$13.33/25 days. The table also lists the Rx price, supply, and quantity for both options. A checkbox allows users to 'Switch all to delivery', and a section titled 'Choose Express Scripts Pharmacy for Delivery' offers a '\$70.00 3-month supply†' with standard shipping at no extra cost. A link for 'Extended Payment Program Information' is also provided.

Rx Number: XXXXXXXXXX	Current Retail Pharmacy	Express Scripts Pharmacy	Choose Express Scripts Pharmacy for Delivery
Tamsulosin Hcl 0.4 mg Tablet	\$4.40/28 days	\$1.50/28 days	Save \$13.33/25 days
Pharmacy: XXXXXXXXXX Dr. Jane Smith Courtesy Fills Remaining: 1	Rx price: \$4.40 Supply: 28 days Quantity: 30 Cost after courtesy fills: \$5.50	Rx price: \$70.00 Supply: 90 days Quantity: 30	☐ \$70.00 3-month supply† • Standard shipping at no extra cost • Extended Payment Program Information

INFORMATION LISTED ABOVE TO BE USED AS EXAMPLE ONLY. Three-month supply not available for all products in all states.

PRICE A MEDICATION

To search for a medication's price, follow these steps:

- Click on Prescriptions in the top colored bar.
- Click on Price a Medication in the drop-down menu under Prescriptions.
- Type the name of the medication into the Medicine Name field.
- Using the Medicine for menu, select the person on your plan who will be receiving the medication.
- Enter your ZIP code in the Zip code field.
- Click Get Prices to see the pricing information for the medication you searched.

The screenshot shows the Express Scripts website interface. At the top is a dark blue navigation bar with the Express Scripts logo and a shopping cart icon. Below this is a light blue navigation bar with links: Home, Prescriptions (selected), Benefits, Health Solutions, Account, Help, English, and Log Out. A dropdown menu under Prescriptions shows options: Refill Prescriptions, Order History, Claims & Balances, and Price a Medication (highlighted). The main heading is 'Price a Medication' with the subtext 'Search for the lowest prices available for your medicine'. The form includes a 'Medicine Name' search bar with a magnifying glass icon and the placeholder text 'Example: Lipitor 20 Mg Tablet'. Below this is a 'Medicine for' dropdown menu showing 'John Smith (11/11/1911)' and a 'Zip code' input field. A blue 'Get Prices' button is to the right of the zip code field. The bottom section, titled 'Medicine prices that work for you', features three icons and their corresponding descriptions: a magnifying glass over a prescription slip for 'Find medicine covered by your plan', a pharmacy storefront for 'Compare current prices at local pharmacies', and two pill bottles for 'See pricing for short and longer-term supplies'.

Each medication that you search for will have a details page. The details page lists pricing, coverage status and pharmacy contact information.

Medicine for John Smith (11/11/1911)

Lipitor

This drug is a specialty medication

Brand drug name for [Atorvastatin Calcium](#)

[Alternate drug options](#) | [Drug details](#)

Tier 2 : Preferred brand-name drugs [What are tiers?](#)

Generic

Brand

Dosage information

Medicine form	Medicine strength	I take or use	Frequency of use
Tablet	20 Mg	1 each	Daily

[Edit Details](#)

Pricing results for Lipitor 20 Mg Tablet
Showing 11 of 24 pharmacies for 07601

Pharmacy	Coverage	1-month	3-month
 ABC Regional Cancer Care 123 4th Avenue Somerset, NJ 08873-5002 (555) 444-3333	 Coverage rules apply Prior Authorization Required Step Therapy Required Days supply limitations Limited Fills	\$4.60 Price details	\$13.63 Price details
 Main Street Pharmacy 555 Main Street Somerset, NJ 08873-5002 (555) 666-7777	 Not Covered	\$225 Price details	\$12.62 Price details

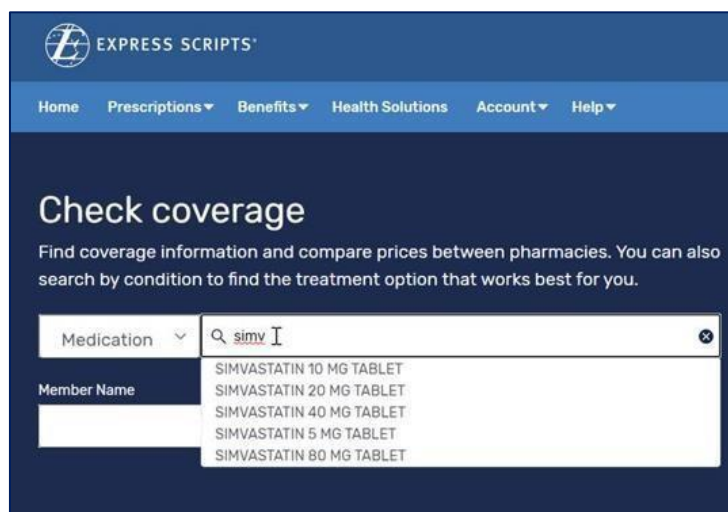
Three-month supply not available for all products in all states.

CHECK COVERAGE

Easily verify your coverage details for medications to ensure clarity and confidence in your medication and pharmacy decisions by clicking on Check coverage in the Prescriptions drop-down menu.



On the landing page, start typing the name of your desired medication and select the appropriate one based on the predictive search feature.



CHECK COVERAGE (CONTINUED)

Choose different medication forms, strengths, or alternatives if they are available. You can also get more information on the medication by clicking Learn more.

EXPRESS SCRIPTS® Express Scripts Pharmacy

Home Prescriptions Benefits Account Help Log Out

Back

lisinopril
Pronounced: li-sin-oh-prill
Generic: Prescribed Covered
Brand name: ZOSIN
Form: Oral tablet
Drug type: ACE-inhibitors

Lisinopril is used to treat high blood pressure. Lowering high blood pressure helps prevent strokes, heart attacks, and kidney problems. It is also used to treat heart failure and to improve survival after a heart attack. Lisinopril belongs to a class of drugs known as ACE-inhibitors.

Compare prices and coverage for this medication
Choose the medication form and strength

Form
Tablets

Strength
5 mg 10 mg 20 mg 40 mg

Compare Prices

Covered Alternatives
Other options covered by your plan
Covered
amlodipine besylate
lisinopril potassium
hydrochlorothiazide
metoprolol succinate
Covered with limitations
These medications are covered, but some restrictions may apply.
Zetia

About this medication
Overview
Side effects
Conditions commonly treated
Precautions
Interactions
Overdose

You can view all pharmacy options, pricing and coverage. To narrow your results, you can filter between pharmacy categories, sort by distance or price, and search for specific pharmacies by keyword. By clicking on Price details, you can then see estimates of the medication cost, what the plan pays and what you pay.

EXPRESS SCRIPTS® Express Scripts Pharmacy

Home Prescriptions Benefits Account Help Log Out

Back

Pricing results for lisinopril 20 mg tablet
Showing 8 of 16 pharmacies for Sally Bishop (9965) in 98002

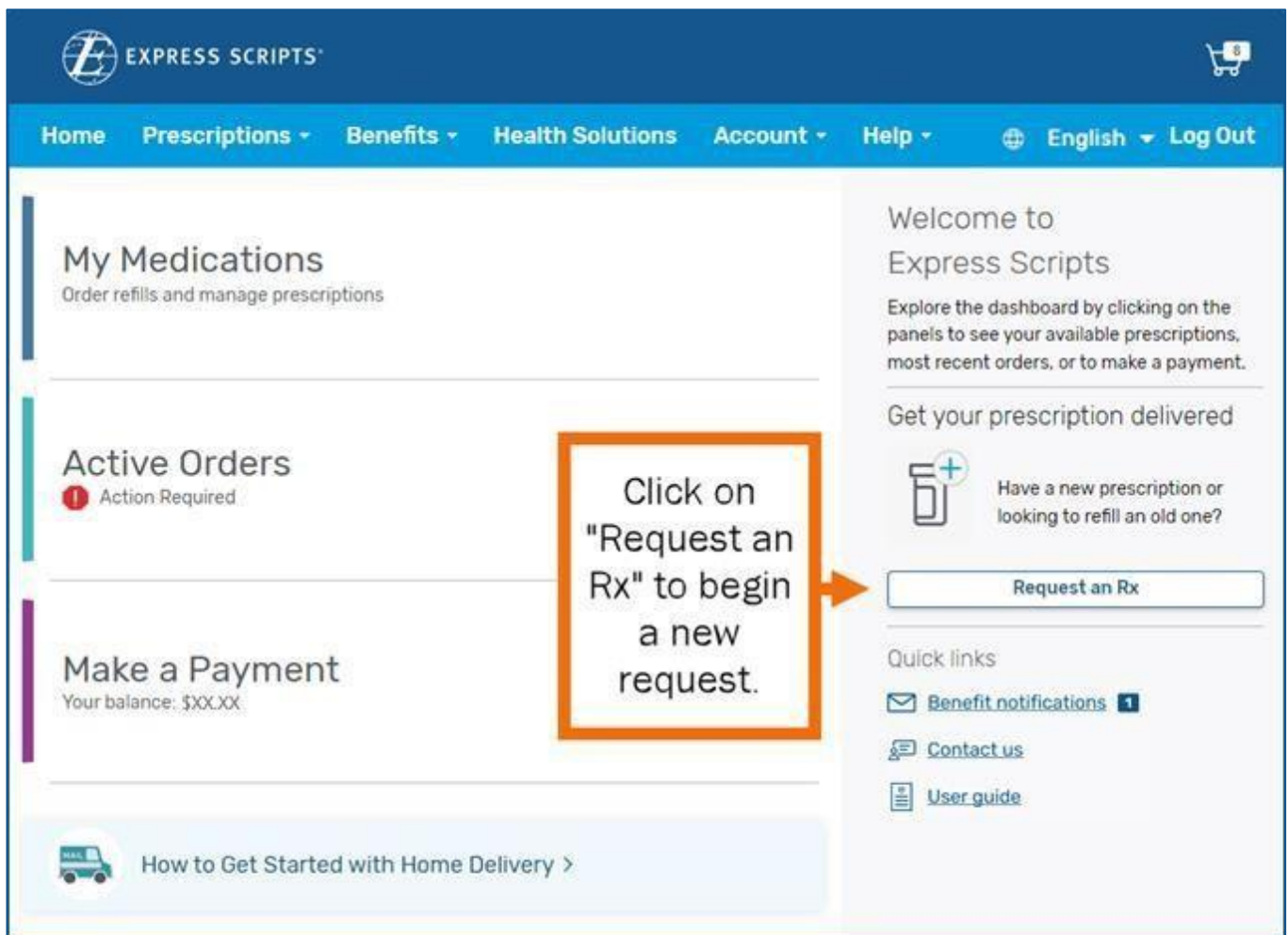
Filters: All Recommended Pick up 30-day supply Pick up 90-day supply Home delivery Sort Distance

Pharmacy	Coverage	30 day supply	90 day supply
CVS Caremark Recommended Pharmacy Secure delivery to your door (800) 923-9234	Covered	Not available	\$0.00 Price details
Express Scripts Pharmacy Secure delivery to your door (800) 923-9234	Covered	Not available	\$0.00 Price details
CVS 68123 Ranch Rd 620 N Austin, TX 78746-5474 1.4 mi away (800) 923-9234 Directions	Covered Controlled medication	Not available	\$0.00 Price details
CVS 68123 Ranch Rd 620 N Austin, TX 78746-5474 1.4 mi away (800) 923-9234 Directions	Covered Controlled medication	Not available	\$0.00 Price details

Estimated pricing is based on your plan design and is not available for all medications. Medication prices, the actual retail pricing and individual copayments may vary. Pharmacist's judgment, your doctor's instructions or how to take the medication, and applicable law may impact the actual dispensed quantity and/or days' supply you may receive. Medication costs outside of your prescription program and sales tax, where applicable, are not included.
The coverage and pricing terms of the prescription benefit are subject to change.
*This list includes pharmacies in or near your ZIP code with your plan benefits.

NEW PRESCRIPTIONS

To start a new prescription or refill an old one through our home delivery pharmacy, you can use the Request an Rx button on the home page of the Member Portal. Please consult with your doctor before starting this request.



To start a new request, follow these steps:

1. Type in the medication you are requesting.
2. Choose the person on your plan who will be taking the medication.
3. Let us know if you have talked to a doctor about this request.
4. Click the Start Prescription Request button at the bottom of the page.

EXPRESS SCRIPTS®

Home Prescriptions ▾ Benefits ▾ Health Solutions Account ▾ Help ▾ English ▾ Log Out

Request to have an Rx delivered by Express Scripts® Pharmacy

Whether starting a new prescription or refilling an old one, it's easy to get medication with home delivery. Please consult with a doctor before starting this request.

What medication would you like delivered?

Lipitor 20 mg tablet

Who is this medication for?

John Smith (1911)

If you don't see a member you are looking for, please [contact us](#)

Have you talked to a doctor about this medication?

☒ Yes

☐ No, I will talk to my doctor

☐ No, but I'd like to connect with a doctor through MDLIVE

1

2

3

4

Start Prescription Request

How does this work?

- You'll request to have the medication delivered
- We'll contact the doctor to confirm a prescription
- Our pharmacists fill the prescription and ship it to you

[Learn more about our pharmacy](#)

REFILL A PRESCRIPTION

To begin a refill request, click the My Medications link near the top of the Member Portal Home page.

 EXPRESS SCRIPTS[®]

[Home](#) [Prescriptions ▾](#) [Benefits ▾](#) [Health Solutions](#) [Account ▾](#) [Help ▾](#) [English ▾](#) [Log Out](#)

My Medications

Order refills and manage prescriptions

Click on
"My Medications" to
begin a refill request.

Active Orders

 Action Required

Make a Payment

Welcome to Express Scripts

Explore the dashboard by clicking on the panels to see your available prescriptions, most recent orders, or to make a payment.

Get your prescription delivered



Have a new prescription or looking to refill an old one?

Request an Rx

Quick links


EXPRESS SCRIPTS®




Home
Prescriptions ▾
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English ▾
Log Out

My Medications

Enter medication name or Rx number

Filter by member:

All

Categories:

All medications
Refills available
Recommended
Automatic refills
Archived

2 medications

Sort by:

Relevance

Rx

Creon 3 Caps 70's

3,000 u
Dr. Jane Smith
Rx# XXXXXXXXXX


John Smith

EXP Express Scripts Pharmacy

Add to Cart

Archive Medication

1 refill left

Recent order: **Shipped** Shipped on Feb 01, 2024

Visit [Order Details](#) for more information

Rx

Nadolol Tabs

20 mg
Dr. Jane Smith
Rx# XXXXXXXXXX


John Smith

EXP Express Scripts Pharmacy

Add to Cart

Archive Medication

No refills left

Recent order: **Placed**

Visit [Order Details](#) for more information

Archived Medications (0)

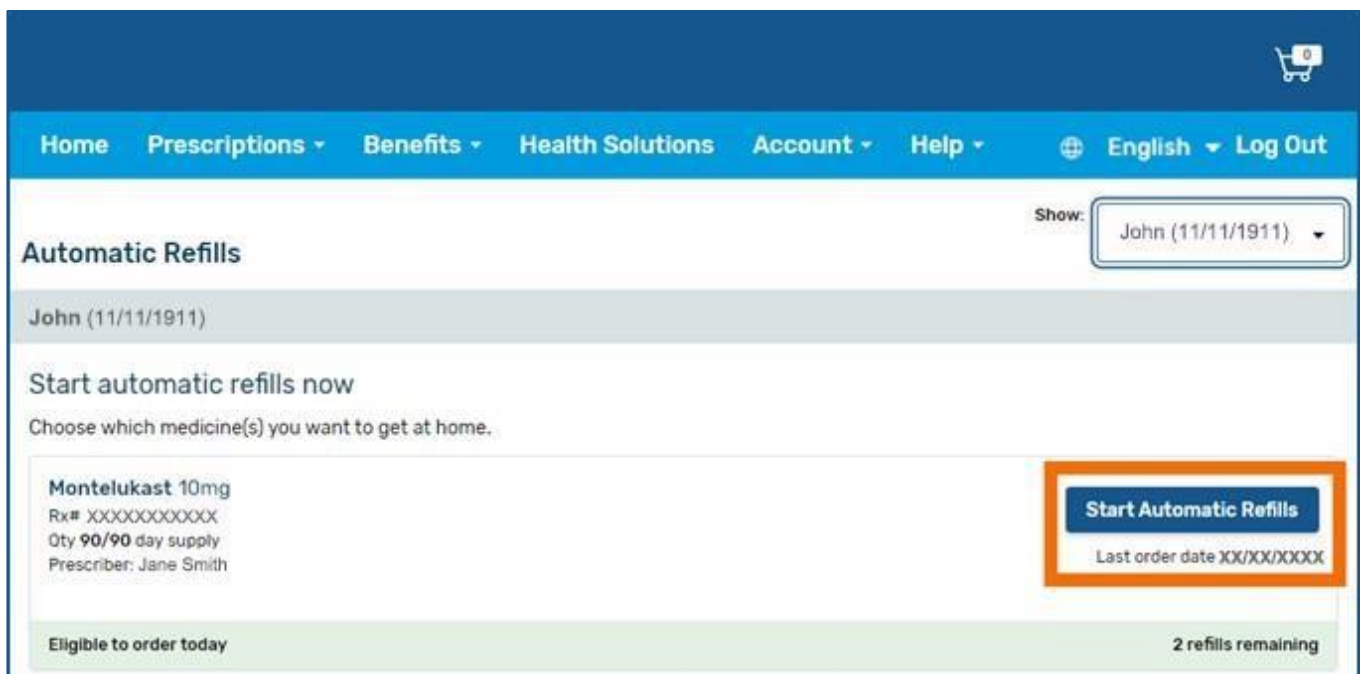
Have a new prescription or want to transfer one from another pharmacy?

+ Request an Rx

AUTOMATIC REFILLS

To have your medications refilled automatically without any further action by you, follow these steps:

- Click on Prescriptions in the top colored bar.
- Click on Automatic Refills in the drop-down menu under Prescriptions.
- Click on the Start Automatic Refills button next to the medication you want to refill.
- Your Automatic Refill settings can be changed at any time.



Automatic refills will be offered if permitted.

ORDER HISTORY

The Member Portal makes seeing your past orders easy! To find a searchable list of your full order history, follow these simple steps:

- Click on Prescriptions in the top colored bar.
- Click on Order History in the drop-down menu under Prescriptions.

The screenshot displays the Express Scripts Member Portal interface. At the top, a dark blue header contains the Express Scripts logo and a shopping cart icon. Below this is a light blue navigation bar with links: Home, Prescriptions, Benefits, Health Solutions, Account, Help, English, and Log Out. The 'Prescriptions' link is highlighted, and its dropdown menu is open, showing options: Refill Prescriptions, Order History (highlighted in dark blue), Claims & Balances, Price a Medication, Automatic Refills, Find a Pharmacy, Pharmacy Options, and Prior Authorizations. On the left side, the word 'Order' is partially visible. Below the navigation bar, there is a search section with a 'Search by Rx' label and a search input field. To the right of the search field are three dropdown menus: 'Member' (set to 'All'), 'Order Placed' (set to 'Last 6 months'), and 'Status' (set to 'All'). A printer icon is located in the top right corner of the main content area.

If you need help narrowing your search, there are several filters along the top of the Order History page. You can use these filters to help you find the order you are looking for.

The screenshot shows the Express Scripts website's Order History page. At the top is a blue navigation bar with the Express Scripts logo and links for Home, Prescriptions, Benefits, Health Solutions, Account, Help, English, and Log Out. Below the navigation bar is the 'Order History' section. It features a search bar labeled 'Search by Rx name or Rx #' and four dropdown filters: 'Member' (set to 'All'), 'Order Placed' (set to 'Last 6 months'), and 'Status' (set to 'All'). An orange box highlights these filters with the text 'Use these filters to search by Rx, Member, Date or Order Status.' Below the filters, the date 'May 4, 2023' is displayed, along with a 'Manage Order' link. The main content area shows two scheduled orders. The first order is for 'Discobonine Tabs' (100 mg | 1qty | 90-day supply) with a status of 'Scheduled'. The second order is for 'Atenolol Tabs' (150 mg | 1qty | 90-day supply) with a status of 'Scheduled'. Both orders are for 'Chris' and are 'New Fill' orders. The cost is listed as 'Cost available when order ships (Est. cost)'. The prescriber for both orders is 'Jane Smith'.

EXPRESS SCRIPTS®

Home Prescriptions ▾ Benefits ▾ Health Solutions Account ▾ Help ▾ English ▾ Log Out

Order History

Search by Rx name or Rx #

Member: All

Order Placed: Last 6 months

Status: All

Use these filters to search by Rx, Member, Date or Order Status.

May 4, 2023 [Manage Order](#) →

Scheduled

Discobonine Tabs
100 mg | 1qty | 90-day supply
Automatic Refill
Rx# XXXXXXXXXX [Prescription details](#)
Prescriber: Jane Smith

Chris
New Fill

Cost available when order ships
(Est. cost)

Scheduled

Atenolol Tabs
150 mg | 1qty | 90-day supply
Automatic Refill
Rx# XXXXXXXXXX [Prescription details](#)
Prescriber: Jane Smith

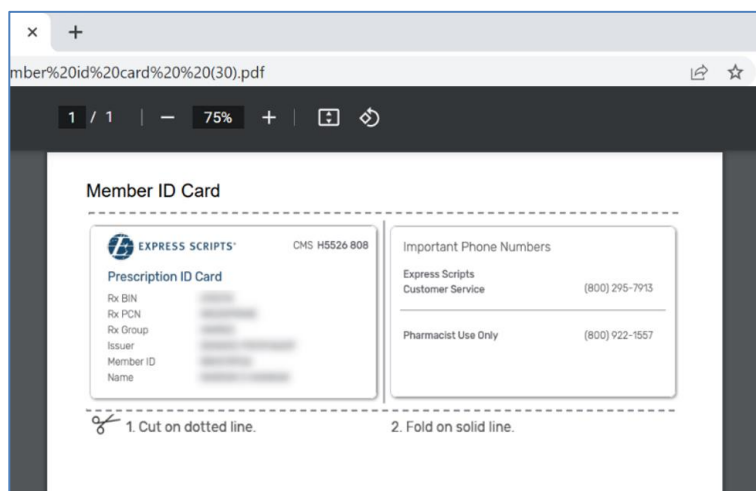
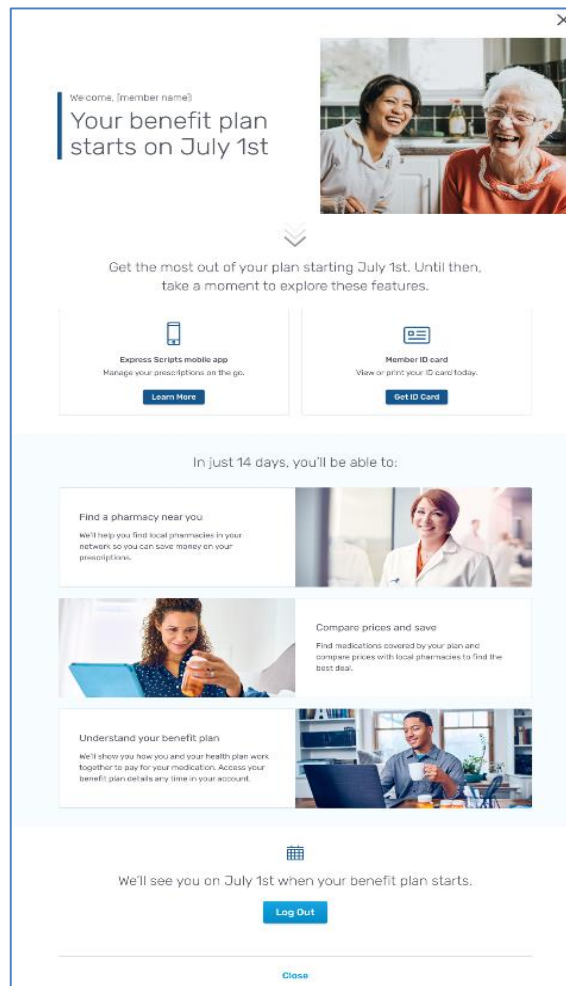
Chris
New Fill

Cost available when order ships
(Est. cost)

ID CARD: PRE-BENEFIT

Even before your pharmacy benefit is active, you can register at express-scripts.com. If you do, you will be able to learn more about:

- The Express Scripts® mobile app
- Your prescription ID card



ID CARD

You can access your prescription ID card digitally from express-scripts.com. Having a prescription ID card on hand has never been easier.

- On the website, you can view both sides of the card, download it and print it to have it right within reach the next time you go to the pharmacy.
- On the app, you can add your prescription ID card to your Apple Wallet or Google Wallet and show it at the pharmacy.
- You can also call our Contact Center to request your prescription ID card.

EXPRESS SCRIPTS | Express Scripts Pharmacy

Home Prescriptions Benefits **Account** Help Log Out

Profile
Pay a Bill
Payment and Invoice History
Payment Methods
Prescription ID Card
Manage Family Access
Communication Preferences
Add a Caregiver
Messages
Health Questionnaire

Prescription ID Card

Your digital ID card works just like a physical card. Use it at the pharmacy or if you need to contact us about your plan.

Get ID Card

Prescription ID Card
RxBIN: 003858 Issued: 01/01/2023
RxPCN: A4
RxGrp: DEFAULT
Issuer: 9151014609
ID: CWK000100002
Name: 00 JOHN Q SAMPLE

Card Details

RxBIN	003858	Issuer	9151014609 80840
RxPCN	A4	ID	CWK000100002
RXGrp	DEFAULT	Cardholder	00 JOHN Q SAMPLE

*Please note that you may have multiple ID cards. View your cards to see all cards available to you.

Covered Dependents

Joan Smith Sample	01	James Sample	02
Jennifer Sample	03	Jacob Sample	04
Janice Sample	05	Jasper Sample	06
Janet Sample	07	Jed Sample	08

Contact Us

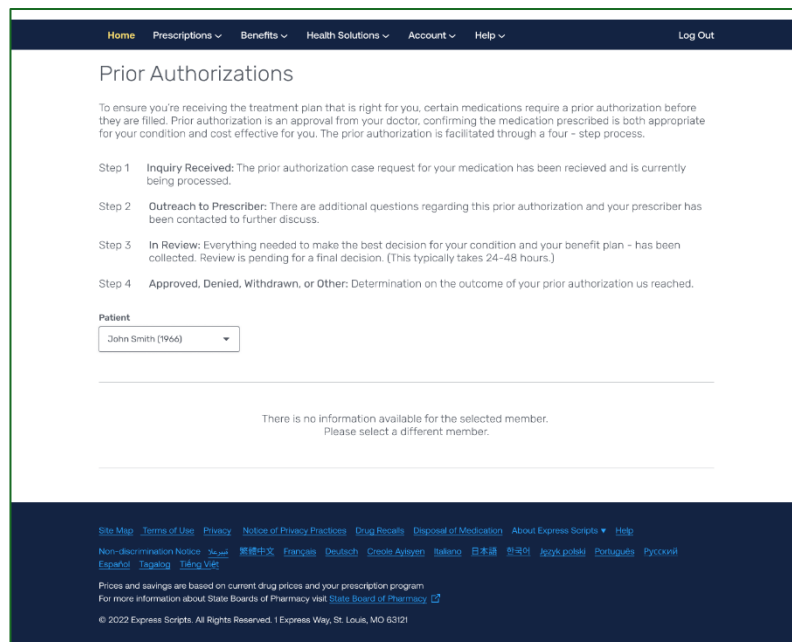
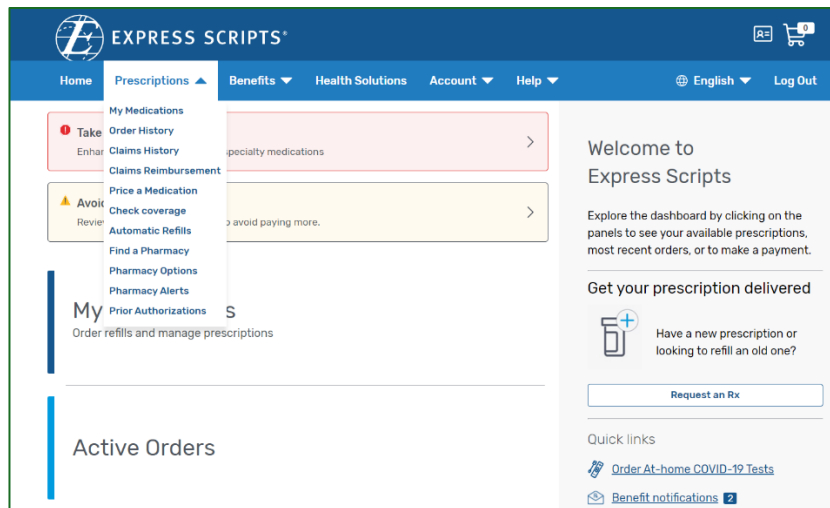
Customer Service	(800) 417-1961	TDD	(800) 759-1089
Accredo Speciality	(800) 417-1961	Pharmacist Use Only	(800) 922-1555

PRIOR AUTHORIZATIONS

This feature allows you to check the status of coverage reviews, like prior authorizations (PAs), for you and any of your dependents. To find the “Prior Authorizations” section on your member web account:

- Click on Prescriptions in the top colored bar
- Select Prior Authorizations in the drop-down menu under Prescriptions

Once on the Prior Authorizations page, you will find an overview of the PA four-step process. When you click on a specific PA, it will display more information, such as a description of the status and which step you are in. All PA statuses and related information such as Case IDs and documents will be listed in the Details & Documents section within the View Details link on the right-hand side.



To ensure you're receiving the treatment plan that is right for you, certain medications require a prior authorization before they are filled. Prior authorization is an approval from your doctor, confirming the medication prescribed is both appropriate for your condition and cost effective for you. The prior authorization is facilitated through a four - step process.

Step 2 Outreach to Prescriber: There are additional questions regarding this prior authorization and your prescriber has been contacted to further discuss.

Step 4 **Approved, Denied, Withdrawn, or Other:** Determination on the outcome of your prior authorization was reached.

John Smith (1966)

Case ID	Medication	Quantity	Status	Coverage Expires	Activity	Step	Details & Documents
2148193	Retin-a 0.025 % Cream(gm)	1	 Denied	--	Appeal	4 of 4	View Details
2148193	Retin-a 0.025 % Cream(gm)	1	 Approved	 09/08/22	Appeal	4 of 4	View Details
2148193	Retin-a 0.025 % Cream(gm)	1	 In Review	--	Primary	3 of 4	View Details
2148193	Retin-a 0.025 % Cream(gm)	1	 Outreach to Prescriber	--	Primary	2 of 4	View Details

COMMUNICATION PREFERENCES

Communication Preferences allow you to choose how you want to be communicated to. To select your preferences, follow these simple steps:

- Click on Account in the top colored bar.
- Click on Communication Preferences in the drop-down menu under Account.

EXPRESS SCRIPTS®

Home Prescriptions Benefits Account Help English Log Out

Profile
Two-step Verification
Health Profile
Pay a Bill
Payment and Invoice History
Payment Methods
Addresses
Prescription ID Card
Manage Family Access
Communication Preferences
Add a Caregiver
Messages

Com
Contact
Email addr
Addresses
Prescription ID Card
Manage Family Access
Communication Preferences
Add a Caregiver
Messages

Preferences

Phone number for voice calls (201) 345-6789 Phone number for texts

Method

Communications include:

- Prescription & order status
- Savings opportunities
- Benefit plan, coverage & safety alerts

We do our best to honor your communication preference. Occasionally, we may need to send messages that are not available for your preferred communication method. *

☒ Email
☐ Phone Call
☐ Text **NEW**

Data Privacy and Permissions

Would you like to see personal information such as full medication names, patient names, prescription numbers, and shipping addresses in the communications we send you?

☐ Yes, show my information in both emails and texts
☐ Yes, show my information in emails only
☐ Yes, show my information in texts only
☒ No, don't show my information

Do you want us to fill new prescriptions when we receive them or get your confirmation first? Please note: Waiting for confirmation may cause shipping delays.

Important: Because you previously chose to be contacted to receive new prescriptions, you may have prescriptions waiting to be ordered. Please check your home page.

☒ Fill new prescriptions when they're submitted by me or my doctor.
☐ Ask me to confirm only new prescriptions submitted by my doctor.
☐ Ask me to confirm new prescriptions submitted by me or my doctor.

Save Changes

You can also choose how you would like to receive documents associated with your prescription plan and medications.

Documents

Literature pack (Litpack) - This will be sent with your medication and includes but is not limited to invoices, payment and refill slips, new prescriptions fax forms, and medication guides.

☐ Receive by email

☐ Receive by mail

Annual Notice of Change (ANOC) - Your ANOC packet identifies changes to your benefit plan from one year to the next.

☒ Receive by email

☐ Receive by mail

Coverage Review - Also called prior authorization, this is how your health plan decides if your medication will be covered. We'll notify you if a coverage review is needed and update you when it's complete.

☐ Receive by email

☒ Receive by mail

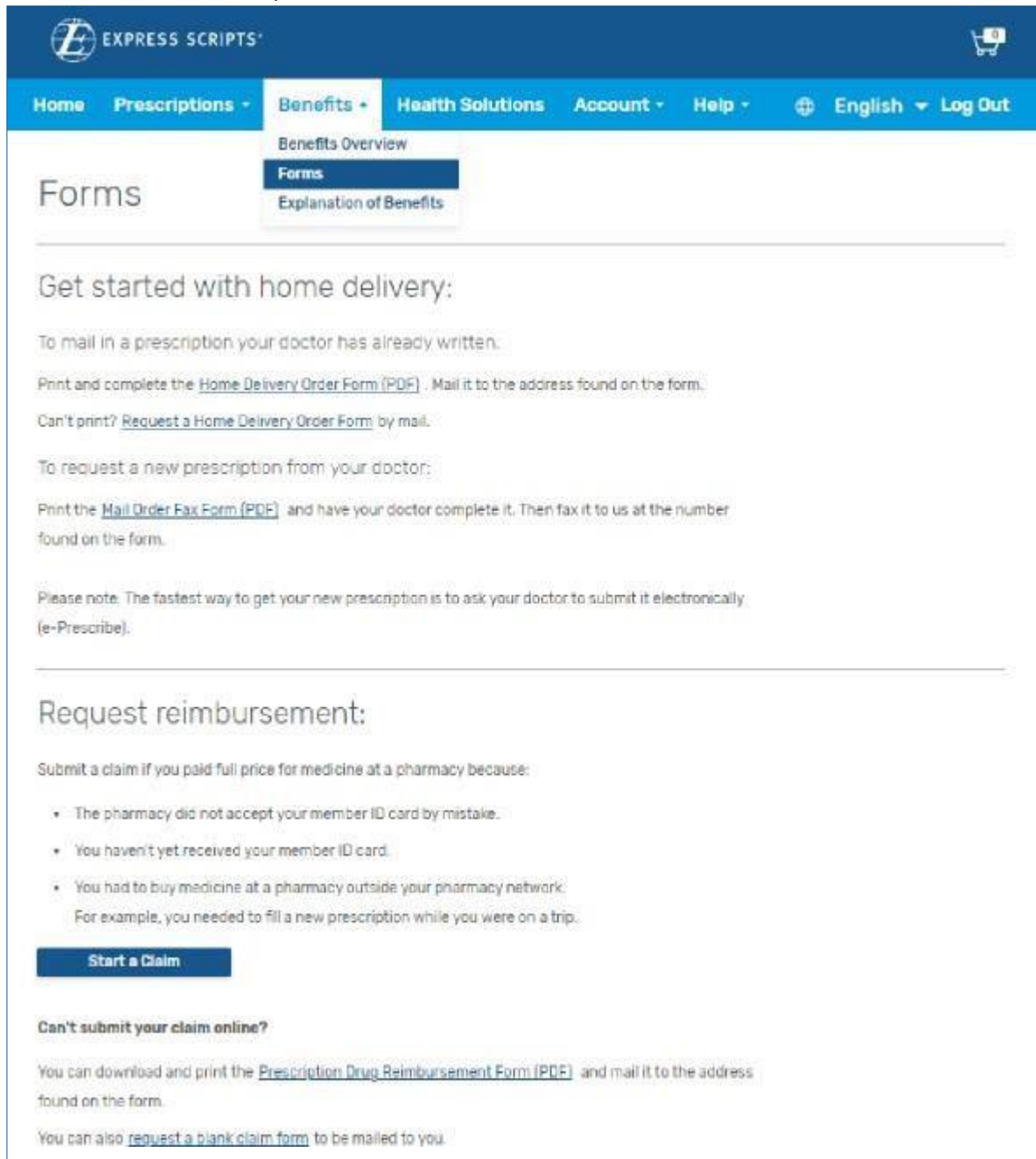
*In some cases, communications may be sent to you for safety or legal reasons, or on behalf of your plan sponsor. If you choose to no longer receive email notices about your benefit, you may still receive emails about any prescription orders currently in progress. Please review our Terms of Use and Privacy Practices for additional information on our communication practices and the use of your individual communication preferences.

Save Changes

FORMS

To reach us by mail about getting started with home delivery or to request reimbursement on a claim, visit our Forms page. Follow these steps:

- Click on Benefits in the top colored bar.
- Click on Forms in the drop-down menu under Benefits.



EXPRESS SCRIPTS

Home Prescriptions **Benefits** Health Solutions Account Help English Log Out

Benefits Overview
Forms
Explanation of Benefits

Forms

Get started with home delivery:

To mail in a prescription your doctor has already written:

Print and complete the [Home Delivery Order Form \(PDF\)](#). Mail it to the address found on the form.

Can't print? [Request a Home Delivery Order Form](#) by mail.

To request a new prescription from your doctor:

Print the [Mail Order Fax Form \(PDF\)](#) and have your doctor complete it. Then fax it to us at the number found on the form.

Please note: The fastest way to get your new prescription is to ask your doctor to submit it electronically (e-Prescribe).

Request reimbursement:

Submit a claim if you paid full price for medicine at a pharmacy because:

- The pharmacy did not accept your member ID card by mistake.
- You haven't yet received your member ID card.
- You had to buy medicine at a pharmacy outside your pharmacy network.
For example, you needed to fill a new prescription while you were on a trip.

Start a Claim

Can't submit your claim online?

You can download and print the [Prescription Drug Reimbursement Form \(PDF\)](#) and mail it to the address found on the form.

You can also [request a blank claim form](#) to be mailed to you.