

Voluntary Smart90 – Member FAQ

Q: How can I get my long-term medication?

A: As part of your prescription benefit managed by Express Scripts, you have two ways to get up to a 90-day supply of your long-term maintenance medication (medication you take regularly for ongoing conditions such as high blood pressure, diabetes, or high cholesterol). You can conveniently fill those prescriptions either through home delivery from the Express Scripts Pharmacy or at a retail pharmacy in your network.

Q: How many retail pharmacies are available to me?

A: There are thousands of retail pharmacies in the network. To locate one, login to express-scripts.com and click “Find a Pharmacy” from the menu under “Prescriptions,” network pharmacies will be noted in your search results. Or, call Express Scripts at the number listed on the back of your member ID card. You can also use the Express Scripts mobile app on your digital device to locate a participating pharmacy.

Q: What is the advantage of a 90-day supply vs. a 30-day supply?

A: By getting up to a 90-day supply, you will make fewer trips to the pharmacy and you will only need to make one payment every three months. In addition, there is usually a savings for getting one 90-day supply vs. three 30-day supplies at retail. Plus, you will be less likely to miss a dose since you will not have to refill as often.

Q: How do I get started?

A: The network of pharmacies that can fill 90-day supplies for long-term medications will be part of your prescription benefit beginning **January 1, 2019**. You can review your 90-day options by logging in to express-scripts.com. If you are a first-time visitor to express-scripts.com, take a minute to register (be sure you have your member ID number handy). You can also use the Express Scripts mobile app on your digital device to locate a participating pharmacy or call Express Scripts at the number listed on the back of your member ID card.

Q: Do I need to get a new prescription from my doctor for 90-day supply?

A: When you choose to get a 90-day supply of your maintenance medication through home delivery from the Express Scripts Pharmacy, we can contact your doctor to get a new prescription.

If you choose to get up to a 90-day supply at a participating retail pharmacy, you can ask the pharmacist to contact your doctor to get a new 90-day prescription for you, or to transfer your current 90-day prescriptions from another pharmacy.

Q: What is the difference between long-term and short-term medication?

A: Long-term medication, also called maintenance medications, are those you take on an ongoing basis, such as to treat high blood pressure or high cholesterol. Short-term medication include antibiotics and other medications that you take for short periods. Under your plan, you can fill short-term prescriptions at any participating retail pharmacy in your network.

Q: I already use home delivery from the Express Scripts Pharmacy to get my long-term medication. Do I need to change anything?

A: No. If you are using home delivery from the Express Scripts Pharmacy for your long-term medication, you do not need to do anything further. However, if you have additional questions, feel free to call Express Scripts at the number listed on the back of your member ID card.

