

Home Delivery Pharmacy Production Flow

At Express Scripts our fulfillment model focuses on Quality, Service and Cost-Effectiveness.

1. ORDER RECEIVING

- Mail via P.O. Box
 - Mail separation
 - New requests and refills
- Patient Care Contact Center
 - Open 24 hours, 7 days a week
 - Patient care advocate (New requests and refills)
 - Interactive Voice Response (IVR) (Refills only)
- Web Portal
 - Refill requests
 - Order status
- Physician Fax Line
 - New requests and refills

2. IMAGING

- All inbound orders scanned, electronically catalogued, and queued for processing

3. ORDER PROCESSING

- Data entry (VAX)
- Order adjudication
- Post-adjudication inventory sequestration
- License plates — intervention identification

- Exception Processing
 - Administrative — Copayment, Refills Too Soon, etc.
 - Clinical — DUR, Physician call, Pharmacist consultation, etc.

4. VERIFICATION

- Pharmacist signature
- Final clinical assurance check prior to order fulfillment

5. ORDER FULFILLMENT

- Enterprise
 - Since point induction dispensing system
- High Volume Filler (HVF)
 - Automated (pills, capsules, and tablets)
- Manual Fill stations
 - Cage — controlled
 - Refrigerated drugs
 - Low Utilized drugs
 - Syrups and liquids
 - Repackaged (not in HVF)
 - Consolidation (excluding sterile compounds)

- Inspection Pharmacists
 - Occurs before HVF process
 - Occurs after Manual Fill process
- Caged inventory — inspected and packed in cage

6. SHIPPING PROCESS

- Shipping station
- Order packaging
 - Member paperwork
 - Client-specific communications
 - Refrigerated items
 - Packed in dry ice
 - Shipped Monday-Thursday
 - Schedule 2 drugs
 - Shipped by expedited mail with signature required
 - Auto programmed shipping service program
 - Assigns shipped status in VAX

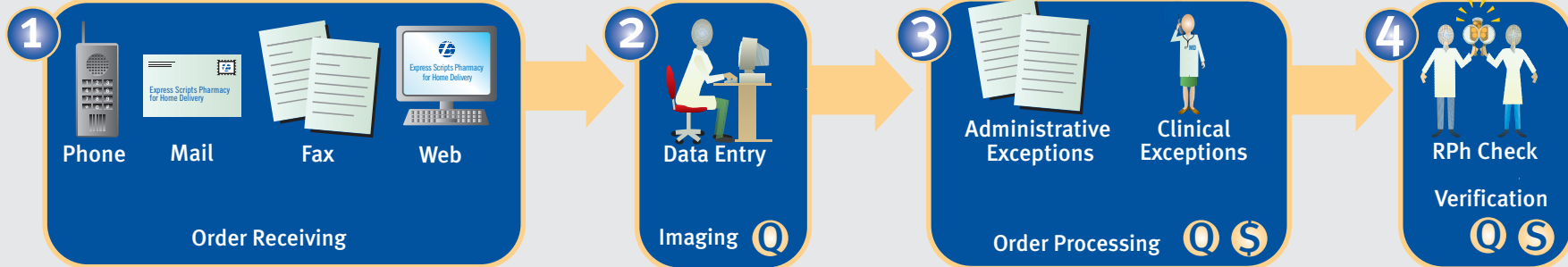


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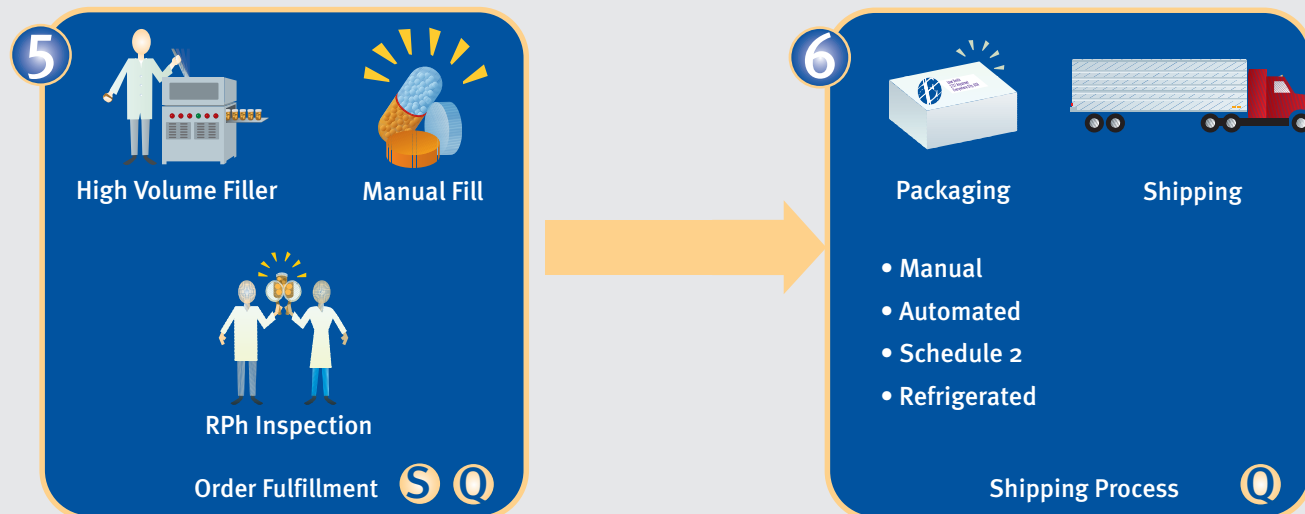
Express Scripts Home Delivery Pharmacy Production Flow

THE RIGHT DRUG • THE BEST VALUE • THE FIRST TIME • EVERY TIME

PHASE 1 — INPUT AND VERIFICATION



PHASE 2 — FILLING THE ORDER



Safety Check Quality Check Savings Opportunity