

Frequently Asked Questions

1. Why is Wright State University changing to Express Scripts as Pharmacy Benefit Manager (PBM)?

The university has chosen Express Scripts as its Pharmacy Benefit Manager as a means to make our prescription benefits more cost effective while keeping the provisions of this benefit substantially the same. Express Scripts offers high quality and cost effective pharmacy services.

2. Will I get a new member ID card?

Yes. With the change to Express Scripts, your local pharmacy needs a few identification numbers that are listed on your card. These numbers show that your pharmacy is part of the Express Scripts pharmacy network. Without these identification numbers your prescriptions cannot be processed. These numbers are located on your ID card as RXBIN, RXPCN, RXGRP. It is important that you show your local pharmacy the new ID card when you fill a prescription starting July 1, 2009. Also included with your ID card is a mail order form to help you get started using the ESI mail order service.

3. How can I get a replacement member ID card or additional cards?

Call Express Scripts Customer Service at (877) 783-3539.

4. Will my co-pays be changing?

No. The copayments you currently pay will remain the same with Express Scripts.

5. Where do I fill my prescriptions after July 1, 2009?

- For most pharmacies, you may continue to fill your prescriptions at your current network pharmacy near your home. If you are using a retail pharmacy, you do not need to get a new prescription.
- You can also get your maintenance prescriptions through mail order service. Starting July 1, 2009, you must send your mail order prescriptions to Express Scripts mail pharmacy.

6. Can I still fill a 90 day prescription at the Wright State University pharmacy?

Maintenance medication prescriptions for a 90 day supply will be available through September 30, 2009 at the Wright State University pharmacy. After that time only a 30 day supply will be allowed and members will need to utilize ESI mail order for 90 day fills. If you would like to get started using Express Scripts mail pharmacy for 90 day prescriptions, fill out the mail order form included in your ID card packet, enclose the

prescription along with payment, and mail it to the Express Scripts mail order pharmacy. Your first prescription will be filled in 14 days of Express Scripts receiving your order. Refills at mail are shipped within an average of three business days of the refill request.

7. Where is the Express Scripts mail pharmacy located?

The pharmacy is located in Bensalem, Pennsylvania.

8. If I choose to use Express Scripts mail order pharmacy, will my prescription require a signature when it is delivered?

In most circumstances, your prescription will not require signature. If you are filling a class two medication or a narcotic, a signature may be required. For more information, call Express Scripts at (877) 783-3539.

9. Can I have my prescription from Express Scripts, Inc. delivered to a campus address?

According to Wright Way Policy, Shipping and Receiving Policy #5408, states “The practice of having personal items delivered through the university’s receiving department is strongly discouraged.” www.wright.edu/wrightway/5408.html. Wright State University cannot be held responsible for any personal medications shipped to a campus address.

10. What if my prescription needs refrigeration?

ESI keeps prescriptions needing refrigeration in a refrigerated compartment in the pharmacy, removing them only for dispensing, packaging, and shipping. The prescriptions are shipped in insulated containers with frozen gel blocks for sufficient cooling during the transportation process. A label on the package includes storage warnings such as “Refrigerate upon Arrival” and “Do Not Freeze.”

11. Do I need to ask my doctor for a new prescription to use the Express Scripts mail order service?

Yes. If you have never used the current mail order service, contact your doctor for a new prescription for a three-month supply with refills for up to one year and send to Express Scripts starting July 1, 2009.

Effective September 30, 2009, the Wright State University pharmacy will no longer be offering a 90 day supply. To continue receiving medication in a 90 day supply, you’ll need to send a new prescription for a three-month supply with refills up to one year to Express Scripts.

12. I currently fill my prescription with Express Scripts. Do I need to get a new prescription?

No. If you currently are using the Express Scripts Mail Order pharmacy, you do not need to get a new prescription unless your prescription is expired or out of refills. Simply call the number on the back of your card, and Express Scripts can help you obtain your refill.

13. How do I obtain a Prior Authorization for a medication?

Your doctor can submit a request for a new PA to Express Scripts via phone, fax or letter:

- Phone – doctor can call Express Scripts PA Dept for clinical PA at 800-417-8164
- Fax – doctor can fax requests for clinical PA to Express Scripts PA Dept fax # 800-357-9577
- Letter – doctor can send letter requesting a clinical PA to:
Express Scripts Inc, Prior Authorization Department,

Mail Route BL 0390
6625 West 78th Street
Bloomington, MN 55439

14. Can my local pharmacist request a Prior Authorization on my behalf?

Yes, your local pharmacist can call the Express Scripts Pharmacy Help Desk # printed on your member ID card. Express Scripts Pharmacy Help Desk #: 800-417-8164.

15. When can I send my new prescription order to Express Scripts?

Express Scripts will begin processing scripts on July 1, 2009.

16. How do I order my prescription with Express Scripts?

- To use the Express Scripts mail order pharmacy beginning July 1, 2009, complete the Express Scripts mail order form enclosed with the notification letter that you received from Wright State University in June.
- Your physician may call in your prescription at 888-468-5539
- Your physician may fax in your prescription at 800-636-9494
- If you are ordering a new prescription you will need to contact your doctor to request a prescription for a three-month supply with refills for up to one year.
- **By law, refills for controlled drugs and compounded medications cannot be automatically transferred.** Please contact your doctor for a new prescription if your medication is a controlled substance or compounded medication. Examples of controlled substance drugs include Vicodin[®] (Hydrocodone w/Acetaminophen),

Ativan® (Lorazepam), Restoril (Temazepam), Ambien, Codeine containing products such as Acetaminophen with Codeine, Xanax (Alprazolam), MS Contin (Morphine), Oxycontin, Duragesic.

- Mail your completed Express Scripts mail order form, new prescription refill slip along with your payment to Express Scripts by using the pre-printed return envelope provided with the Express Scripts mail order form.

17. How do I pay for my mail order with Express Scripts?

You may send a check or money order with your prescription order to Express Scripts. You may also use a credit card by filling out the credit card information on the mail order form or making a payment on the Express Scripts website at www.express-scripts.com. Express Scripts accepts Mastercard, Visa, Discover and American Express credit cards.

18. How long will it take to receive my order from Express Scripts?

For new prescriptions, you will receive your prescriptions within 14 days from the date Express Scripts receives your request. Please include payment (check, money order or credit card information) to avoid delays. Refills are shipped within an average of three business days of the refill request.

19. If my medication is not covered, will Express Scripts notify me?

Yes. If your medication is not covered, Express Scripts will send you a letter to notify you that your medication could not be filled.

20. Can I still get a 90 day supply through Express Scripts mail pharmacy?

Yes, a three-month supply is the maximum days supply for your mail order benefit.

21. Can I fill my local prescriptions with a pharmacy that is not in the Express Scripts pharmacy network?

No, local prescriptions need to be filled with a pharmacy that is part of the Express Scripts network.

22. How does my local pharmacy join the Express Scripts pharmacy network?

The pharmacy will need to call the Express Scripts Pharmacy Help Desk at (800) 824-0898. OR you can let Wright State HR know of the pharmacy and Express Scripts will reach out to the pharmacy and try to recruit.

23. My local pharmacy is having trouble filling my medication. Can you help?

Yes, your local pharmacist can call the Express Scripts Pharmacy Help Desk for assistance. Please see the Express Scripts Pharmacy Help Desk # printed on your member ID card. The Pharmacy Help Desk phone number is (800) 824-0898.

24. How do I register for the website?

Log on at www.express-scripts.com. Select “For Members” and follow instructions to register.

25. Does each family member need their own user ID and password for the website?

No. Currently, the ESI standard is the subscriber (i.e., cardholder) login. The subscriber (i.e. cardholder) can then view and complete all on-line transactions for all covered members.

26. Do I pay for shipping if my medication requires overnight method?

Express Scripts pays for overnight shipping on orders that require expedited delivery such as temperature sensitive medications. However, if you request special handling on your order for personal reasons, Express Scripts will charge you for the expedited shipping method unless there is a delay due to service issues at Express Scripts.

27. I cannot open child proof caps on medication bottles. Can I get a regular cap?

Yes, you can request a regular cap by contacting Express Scripts Customer Service – (877) 783-3539.

28. I am getting divorced (or I am divorced). I am still covered under my spouse’s plan. I don’t want to put my credit card number on my spouse’s account. How do I pay for my medication?

You can pay by check or money order.

29. What is the number to Express Scripts Customer Service and their hours of operation?

Express Scripts Customer Service - (877) 783-3539 (TDD for Hearing Impaired 1-800-899-2114) - 24 hours a day, 7 days a week.

30. Can I have my profile and refills transferred if I move to another company under Express Scripts? (i.e., retiree under OPERS)

Yes, you will need to contact Express Scripts Customer Service number at (877) 783-3539 and ask for this transfer. Prior Auth’s will not transfer as each client has different Prior Auth requirements.

31. What payment options are there at Express Scripts mail order?

American Express, Master Card, Visa & Discover

Checks/Money Orders

*Bill Me Later - 90 day interest free payment option for order over \$150

*Bill Me Later is a third-party credit account subject to credit approval.

Creditworthiness is determined by CIT Bank. CIT Bank will review and consider a member's credit report and other credit-related information prior to approval. Finance charges may apply if paid over time. See www.billmelater.com for details.

32. What are Fertility Regulators?

Fertility Regulators are medications to treat infertility.

33. Are oral birth control pills covered under the Prescription Plan?

Oral birth control pills are covered at the applicable co-pays. (Generic, preferred brand and non-preferred brand)

34. Are Ostomy supplies covered under the Prescription Plan?

Ostomy supplies are not covered under the Prescription Plan. Please see your medical plan for coverage information.