
Welcome to Express Scripts

National Health Care Associates and Express Scripts want you to know that starting April 1, 2020, Express Scripts will be managing your prescription plan. We care about your health and work to make medications safer and more affordable. We encourage you to take advantage of the services and resources available to help you and your dependents manage your pharmacy benefit. We look forward to serving you soon!



Home Delivery from Express Scripts Pharmacy

One of the best things about home delivery is that we ship up to a 3-month supply of your long-term medications (the kind you take regularly) right to your door from Express Scripts PharmacySM. It's safe, secure and speedy—and means less time in a pharmacy line! To start ordering a 3-month supply from Express Scripts Pharmacy, register or log in at [express-scripts.com](https://www.express-scripts.com) as of April 1, 2020.

Here's a quick look at the benefits of home delivery:

- Free standard shipping¹
- Delivery of up to a 3-month supply of your long-term medications
- 24/7 access to a pharmacist from the privacy of your home
- 28% savings over retail pharmacies on average²
- Ability to order your refills online or on the phone

According to your plan, you can keep filling a 3-month supply at maintenance retail pharmacies. Please see the next page for more information on locating an in-network retail pharmacy.

¹ Cost of standard shipping is included as part of your prescription plan.

² Average percentage savings figure based on analysis of Jan-Dec 2018 claims for clients with an integrated benefit, excluding Medicare clients and clients participating in mandatory mail programs. Patient savings based on patient shifting all long-term medications to mail. Savings may vary based on your plan design.



Accredo, Your Specialty Pharmacy

Accredo is the Express Scripts specialty pharmacy. A specialty pharmacy provides medication and therapy for patients with serious, chronic conditions like cancer and hepatitis C. Accredo offers teams of pharmacists, nurses and clinicians who are specially trained on your condition. This level of individualized, focus care gives you the most comprehensive, compassionate and customized care available.

Accredo offers many patient support services, including:

- Personal care and health advocacy assistance from patient care coordinators
- Coordination of financial assistance (availability varies by plan)
- Guidance for patients and caregivers for taking specialty medications most effectively
- All necessary ancillary supplies such as syringes and sharps containers

Beginning April 1, 2020, specialty medications must be filled through Accredo to receive coverage. To learn more about Accredo, please visit [accredo.com](https://www.accredo.com).



Network Retail Pharmacies

Network pharmacies are retail pharmacies that are preferred by your prescription plan. Use them for prescriptions you need on a short-term basis, like an antibiotic to treat an infection. When you go to an in-network pharmacy for up to a 30-day supply of medication, you'll typically pay less than at a retail pharmacy that's out of your network.

To find an in-network pharmacy near you, go to [express-scripts.com/XXXX](https://www.express-scripts.com/XXXX) and select Locate a Pharmacy. Search results will indicate whether a pharmacy dispenses up to a 3-month supply. You may also log in at [express-scripts.com](https://www.express-scripts.com) and choose Find a Pharmacy from the menu under Prescriptions or call Express Scripts at 800.496.4182.

Be sure to show your new Express Scripts ID card at the pharmacy. You can also access your ID card by downloading the Express Scripts® mobile app. If you don't show your ID card and instead choose to pay the entire cost of the medication, you must submit a claim form to Express Scripts for reimbursement. You'll be reimbursed based on the covered medication's contracted rate minus the appropriate copayment. This amount will be lower than the amount you paid out of pocket at the retail pharmacy.

If you need to transfer your prescription from an out-of-network pharmacy to an in-network pharmacy, just choose one of the following:

- Bring your prescription vial or container to an in-network pharmacy, and the pharmacist will transfer it.
- Call a pharmacy in your network, and ask the pharmacist to transfer your medication.
- Ask your doctor to call your prescription in to an in-network pharmacy.



Manage Your Prescription

One of the great things about being an Express Scripts member is that you can manage your medication easily on your laptop, tablet, desktop or phone. Whether you want to check your order status, look for savings opportunities, look up information about your benefit, get a refill or even find a pharmacy, the Express Scripts website and mobile app can help!

Just register at [express-scripts.com](https://www.express-scripts.com) or on the mobile app beginning April 1, 2020.

You can download the mobile app to your mobile device for free by searching your app store for Express Scripts. (Availability and features may vary.)



Formulary

A preferred drug list, also called a formulary, helps keep healthcare costs down for everybody. It's a list of medications that have been reviewed and approved for safety, effectiveness and cost by a panel of doctors and pharmacists. This list is continually reviewed and updated as new medications become available.

Note that certain medications are excluded from your formulary, which means they're not covered. An equally effective and safe alternative may be available. To check pricing and coverage for a medication, visit [express-scripts.com](https://www.express-scripts.com) **starting April 1** for the latest coverage information. Drug classes with excluded medications include Autonomic and Central Nervous System, Cardiovascular and Dermatological.