



# Home Delivery FAQ



## **Q: What are the benefits of using home delivery from Express Scripts Pharmacy by Evernorth®?**

A: Home delivery is the most convenient way to get your maintenance medications — and it could save you money. We deliver to your home or workplace to make sure you get your medication when and where you need it. With home delivery, you will also enjoy:

- + Reduced cost for your medications and flexible payment options.<sup>1</sup>
- + Free standard shipping.<sup>2</sup>
- + A stress-free automatic refill program, so you never miss a fill.<sup>3</sup>
- + Helpful digital tools that make it easier to stay on track with your medications.
- + True 24/7 access to pharmacists — no voicemails, no waiting in line.

## **Q: How do I start using Express Scripts Pharmacy?**

A: Getting started is easy. We just need your prescription.

### **For new prescriptions, you have three options:**

- + Ask your doctor to send a prescription for a 3-month supply electronically to Express Scripts Pharmacy. (This is the fastest way to get your medication!)
- + Register or log in to your Express Scripts account or download our mobile app. Select “Request an Rx,” and follow the prompts.
- + Call the number on the back of your prescription ID card, and we’ll contact your doctor for you.

### **For current prescriptions:**

After you register or log in to your account, you may see existing prescriptions in “My Medications” that are eligible for home delivery.

If you have refills available, simply add them to your cart and place your order. We’ll contact your doctor and take care of the rest. We suggest letting them know we’ll be reaching out, so they’re prepared with your information.

## **Q: What medications can be delivered?**

A: Express Scripts Pharmacy delivers maintenance medications that you take daily or regularly for an ongoing condition. You can usually get these in a 3-month supply, so you’re less likely to run out of medication or miss a fill.

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**Express Scripts  
Pharmacy**  
By EVERNORTH

## Q: Is it safe to get my medications delivered?

A: It's very safe. Millions of people have their medications delivered every day. We make sure packaging is discreet and weather resistant. If your medication requires specific temperature control, we use special packaging and coolant packs, adjusting for weather forecast and climate. You can depend on us for quality prescription medication.

## Q: How long will it take to receive my home delivery medications?

A: For new prescriptions and transfers, your medication will normally arrive within 7 to 10 days after we receive a new prescription. Refills take less time and usually arrive within 5 to 8 days after we get your order. Your prescription may take longer if we need more information. Standard shipping is free. Next-day or two-day shipping is available for an extra charge. Check your order status online in real time at [express-scripts.com/rx](https://express-scripts.com/rx) or in the mobile app.

## Q: How do I refill my prescriptions?

A: If you aren't enrolled in automatic refills, you can order a refill when needed on the mobile app or website, or by calling the toll-free number on the back of your prescription ID card. All are available 24 hours a day, 7 days a week.

## Q: How do I enroll in automatic refills?

A: You can get automatic refills for qualifying long-term medications.<sup>3</sup> When you enroll prescriptions in the auto-refill program, your prescriptions will be automatically refilled and shipped to you at the appropriate time. Express Scripts Pharmacy will contact you before processing the order to confirm delivery. You can make changes to the refill date, address and more on the mobile app and website.

You can set up automatic refills on the Express Scripts® mobile app or at [express-scripts.com/rx](https://express-scripts.com/rx). After you log in to your account, simply select the prescriptions you'd like to have automatically refilled and follow the prompts. You can also speak directly to a patient care advocate to enroll your prescription(s) in the auto-refill program by calling the toll-free number on the back of your prescription ID card.

## Q: What if I have a question about my medication or want to talk to a pharmacist?

A: You can always reach a live person to help you at Express Scripts — a patient care advocate or a pharmacist — 24 hours a day, 7 days a week. Simply contact Express Scripts Pharmacy using the toll-free number on the back of your prescription ID card.

Have other questions about home delivery, payment methods or more?

Visit [express-scripts.com/rx](https://express-scripts.com/rx) for answers. **We're here to help.**

## Three easy ways to switch to Express Scripts Pharmacy



### Ask your doctor

Have them send a prescription for a 3-month supply electronically to Express Scripts Pharmacy. This is the fastest way to get your medication.



### Go online

Visit [express-scripts.com/rx](https://express-scripts.com/rx) or download the **Express Scripts mobile app**. After activating your account, select "Request an Rx" and follow the prompts.



### Call us

Dial the number on the back of your prescription ID card, and we'll contact your doctor for you.

1. Patients save an average of 32% compared to retail pharmacies (Internal analytics, 2023).

2. Standard shipping costs are included as part of your prescription plan.

3. Not all medications are eligible for auto-refill. Some states or plans may require ongoing consent for auto-refill.

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