

## CHOOSE the Express Scripts Pharmacy for HOME DELIVERY of your prescriptions.

The same high quality you've come to expect from your local pharmacy

### CONVENIENCE

- Prescriptions are delivered to your home within 10 to 14 days, with free standard delivery.

### SAFETY AND PERSONAL ATTENTION

- Your prescription is double-checked for accuracy.
- Registered pharmacists are available to answer your questions anytime.

### START HOME DELIVERY TODAY

- Home delivery is perfect for long-term prescriptions.
- Order refills by mail, by phone or online at [www.starthomedelivery.com](http://www.starthomedelivery.com).
- Mail an order form and a new prescription to begin service.

## Express Scripts Mail Service Pharmacy FREQUENTLY ASKED QUESTIONS

- Q.** Do I have to pay extra to use the Express Scripts Pharmacy?
- A.** No. Home Delivery is part of your prescription-drug benefit. That means the service is available to you at no additional cost.
- Q.** Can using the Express Scripts Pharmacy save me money?
- A.** Depending on your plan's Home Delivery benefit, you could save money by using the Express Scripts Mail Pharmacy vs. using your local pharmacy. Check your plan for details and savings amounts.
- Q.** Which of my medications are ideal for Home Delivery?
- A.** Those prescriptions you take on a daily basis for a long period of time. For a short-term illness requiring a one-time prescription (and no refills), such as an antibiotic, your local pharmacy is the best choice.
- Q.** Are the drugs that I get through the mail the same as the drugs I get in a local pharmacy?
- A.** Yes. The Express Scripts Pharmacy dispenses the same medications you get at a local pharmacy.
- Q.** Can the Express Scripts Pharmacy dispense medications that need to be refrigerated?
- A.** Yes. The Express Scripts Pharmacy will ship medications requiring refrigeration in cold packs.
- Q.** Can I have my prescriptions delivered rush or overnight?
- A.** Yes. For an additional charge, the Express Scripts Pharmacy can have your prescriptions sent overnight. Please note, this will require an additional shipping charge.
- Q.** Does the Express Scripts Pharmacy have easy open bottle caps available?
- A.** Yes. Express Scripts ships prescriptions with child-resistant safety caps, but will provide easy open caps when requested.
- Q.** What if I'm going to be at a temporary address (while on vacation, etc.)? Can my prescription be sent there?
- A.** Yes. Prescriptions can be sent to a temporary address if you will be at that address for at least 14 business days. Just call customer service to have an associate set up your temporary address.



Get your prescriptions  
**DELIVERED at HOME!**

You are entitled to have your prescription medications shipped directly to your home. This benefit is currently covered under your existing health plan, and is available at no additional cost to you. And standard shipping is free.



If you take prescription medications for asthma, heartburn, high blood pressure, allergies, high cholesterol or other long-term conditions, consider ordering your medications through the Express Scripts Home Delivery.

#### Home Delivery offers the following benefits:

- Prescriptions are delivered directly to your home — with free standard shipping.
- You get up to a 3-month supply of your medications — which means fewer refills and visits to your pharmacy.
- You can speak with a pharmacist anytime, day or night.
- Once you begin using Home Delivery, you can order refills by phone or online.

#### To have your prescriptions delivered to your home:

##### Online:

1. Visit [www.StartHomeDelivery.com](http://www.StartHomeDelivery.com)
2. Activate your account.
3. Follow the prompts to change prescriptions to Home Delivery or fill a new prescription.

##### By Mail:

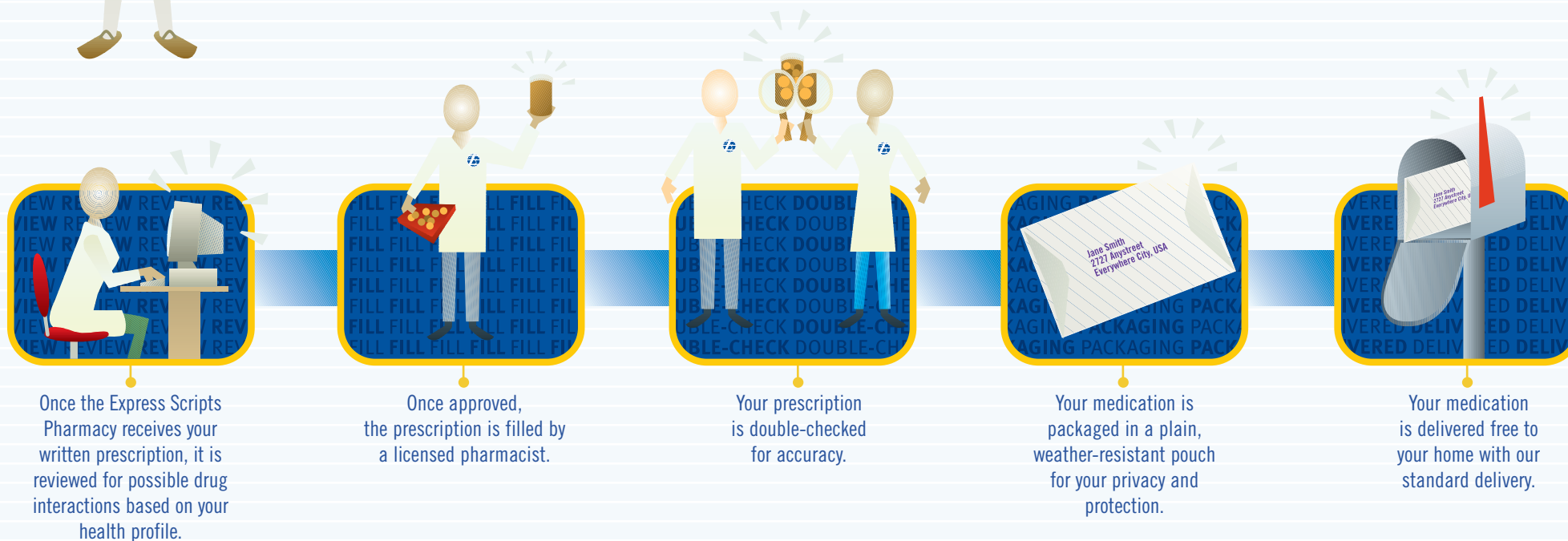
1. Ask your doctor write a prescription for up to a 3-month supply of your medication (plus refills for up to one year, if appropriate).
2. Complete a Home Delivery order form.
3. Mail your completed form, prescription and copayment to Express Scripts. When your order is received, your prescription will be filled and sent to you in seven to 10 days.

*If you need an order form, please visit [www.express-scripts.com](http://www.express-scripts.com) to print one. If you don't have access to a computer, please call the Express Scripts toll-free number on the back of your ID card to request a form.*



## Getting your prescriptions delivered at home is as easy as **MAILING** a letter ... or going **ONLINE**.

Send the prescription from your doctor and a completed enrollment form to Express Scripts.



## REFILLS are simple too!



#### REFILL OPTION 1:

Refills can be made with a simple phone call



#### REFILL OPTION 2:

Refills can be made on our Website at [www.StartHomeDelivery.com](http://www.StartHomeDelivery.com)