Home Delivery Is Easy!

To help you get the most from the Express Scripts Pharmacy, we’ve put together a checklist to make the process even easier.

First Time Ordering?

- You should have at least a 30-day supply of your prescription on hand when you send in your new order, so you don't run out. Your initial order can take approximately 10-14 days to arrive once Express Scripts receives the prescription.

- Register your Home Delivery account with Express Scripts one of three ways:
  1. Complete a Home Delivery order form (available from your Benefits Administrator or by calling the number on the back of your member ID card).
  3. Let Express Scripts help by calling the number on the back of your member ID card.

Be sure to select your payment option (check, credit card or money order) when you sign up.

- Get a new Home Delivery prescription from your doctor. Make sure your doctor:
  - Writes the prescription for a 90-day supply plus refills for one year, if appropriate.
  - Includes his or her name, phone number, DEA number and signature on the prescription.
  - Clearly writes the patient’s name, date of birth, mailing address and member ID number on the prescription.
  - Send it in! Have your doctor contact Express Scripts for the correct fax number or mailing address.

Need a Refill?

Refill your prescription when you have a 30-day supply left of your medication so you don’t run out.

- Log on to www.express-scripts.com
  - or-
  - Call the number on the back of your member ID card

Place your order 24 hours a day, seven days a week.

If you have any questions about Home Delivery or your prescription-drug benefit, please call the number on the back of your member ID card.