

## INSTRUCTIONS FOR ORDERING YOUR MAINTENANCE /SPECIALTY MEDICATIONS

Welcome to Express Med Pharmacy Services Mail Service Program! Use the convenience of your mail order prescription drug benefit if you are taking medications to treat any on-going health condition such as diabetes, asthma, or high blood pressure.

There are several methods for placing new orders and refilling existing orders with Express Med Pharmacy Services (EMPS). Simply select the method that best suits your needs.

### ORDERING NEW MEDICATION

#### FOR MAINTENANCE MEDICATIONS (high blood pressure, high cholesterol, diabetes) :

##### BY MAIL

Have your doctor write a prescription for up to a 90-day supply of your medication and appropriate refills for up to one year. Then mail your prescription(s) and co-payments to:

Express Med Pharmacy Services  
3950 Brodhead Rd  
Monaca, PA 15061

##### BY FAX

Have your doctor call 1-866-462-4579 to obtain fax instructions and forms.

You then complete the enclosed Member Enrollment Form, Mail Service Prescription Order Form, and Health & Medical Questionnaire, and mail them in the Postage Paid Return Envelope along with your co-payment.

#### - IMPORTANT -

*If you are going to begin taking maintenance medications for the first time, let your doctor know that you will be using a mail order prescription drug program. Ask your doctor for a 30-day prescription that you can have filled by a network retail pharmacy. This will cover your needs during the 21-day enrollment process.*

#### FOR SPECIALTY MEDICATIONS (rheumatoid arthritis, multiple sclerosis, hepatitis C) :

Have your doctor write a prescription (note that specialty medications can only be dispensed for a 30-day supply) for your medication and appropriate refills for up to one year. Then mail or fax your prescription(s) and co-payment to;

HealthTrans  
P.O. Box 4057  
Greenwood Village, CO 80155-4057

Phone: 1-866-441-6551

Fax: 1-877-645-5349

### REFILLING YOUR MEDICATION

#### BY MAIL

Mail refill ticket with applicable co-payment to EMPS at the address indicated on the form.

#### BY PHONE

Call 1-866-462-4579 and follow the automated instructions. Must have credit card information on file.

#### ONLINE

Log on to [www.expressmedrx.com](http://www.expressmedrx.com) and look for Mail Order Services. Follow the links to the online refill instructions. Must have credit card information on file.

#### - NOTICE -

Be sure to place your refill orders 14 days before you run out of your current medication supply. You can locate your refill due date on your refill ticket that comes with every order or on the bottom of your prescription label.

## INSTRUCTIONS - Continued

### DELIVERY OF YOUR MEDICATION

Medication orders receive prompt and immediate attention. Following the receipt, verification, authentication, numerous cross-checks for quality assurance and final processing of each order your medications are sent to you via USPS, UPS, FedEx, and/or our in-house delivery service.

Most often your medication will be delivered to your home in 7-11 days after you mail your order. If you place your prescription order via telephone, fax, or internet, they may be received even faster. Express Med provides free standard shipping for prescriptions. If you choose to have your medication shipment rush-ordered, additional charges will apply.

### PAYMENT FOR YOUR MEDICATION

Refer to your drug benefit information you received from your Employee Benefits Administrator as to payment amounts.

You may pay for your order by Visa, Mastercard, Discover, and American Express. If you know your co-payment you may also pay by personal check or money order; however, these methods may delay processing. If paying by credit card consider enrolling in our "Automatic Payment Plan". Your credit card will automatically be billed each time an order is processed and delivered to you. Call 1-888-350-MEDS (6337) today to activate your account for the automated payment plan.

*Please Note: If you do not have a credit card on file you must send payment before orders will be mailed to you.*

### GENERIC SUBSTITUTIONS

It is regular practice of EMPS to substitute generic equivalents for brand-name medications whenever possible. EMPS will dispense an FDA approved generic equivalent when available, as permitted by your doctor and allowable by law. From time to time your doctor may prescribe a medication to be dispensed as written when a preferred brand name or generic medication is available. As part of your mail order benefit program, the pharmacist may discuss with your doctor whether the alternative medication may be appropriate for you. The doctor always makes the final decision as to what medication you receive. If you do not want a generic equivalent please contact EMPS. Generic medications are manufactured under the same FDA guidelines as their brand-name counterparts, contain the same active ingredients, and are safe and effective. Generic medications typically cost less than brand name medications, resulting in cost savings. Please ask your doctor to prescribe generic drugs whenever applicable.

### CUSTOMER SERVICE CALL CENTER

EMPS functions as an informational resource available to address all or your mail order pharmacy questions and/or concerns. Feel free to contact an EMPS Representative toll free at 1-866-462-4579 to help assist you in addressing your long-term medication management needs.