

If you use the Express Scripts website to manage your prescriptions, here are important changes you need to know:

On April 1, 2013, Express Scripts, the company that helps your organization manage your prescription benefit, is upgrading its website to better serve you and improve your online experience. The details are below – you'll see what remains the same, what changes and what you need to do.

What remains the same

- Your pharmacy benefit remains the same
- Your ID card remains the same
- The customer service phone number you call remains the same
- The web address you use remains the same
- The fax number or mailing address you send home delivery prescriptions to remains the same

What changes

- Effective April 1, 2013, you will be introduced to an improved website. You will continue to go to www.Express-Scripts.com to access your prescription information; however, the improved website will feature some new self-service capabilities, including tools that are designed to help you better understand your benefit, shop for lower-cost medications, determine the lowest-cost channel to obtain medications and more. We can assure you that the improved website is very intuitive and easy to navigate.
- What you may know as home delivery “automatic refills” will now be called “Worry-free Fills[®]” and includes a new auto-renewal function. Any prescription that was previously enrolled in and is still eligible for Auto Refills will be transferred automatically to the Worry-free Fills program.

What you'll need to do

- Effective April 1, 2013, you will not be able to use the “Express Rx” mobile app. If you use the “Express Rx” mobile app today, you should download the new “Express Scripts” app from your app store to view and manage your prescriptions after April 1, 2013.
- If you use the website to order specialty medications from CuraScript, Express Scripts' specialty pharmacy, you will need to call the CuraScript phone number on your prescription card to place your refill order and to check order status. While we are updating the specialty functionality on our improved website, you must call CuraScript to place refill orders and to check order status using the phone number on your prescription card. This is temporary. Enhanced specialty online functionality will be launched in the first half of 2013.

These changes to the website will improve convenience and ease of access to your prescriptions. If you have any questions about the above information, call the customer service number on your Express Scripts member ID card.