



Express Scripts Medicare® (PDP)

# How to get the most from your prescription drug plan.

A simple guide to managing your prescriptions online and on the go.



# Express-Scripts.com and the Express Scripts Mobile App Pharmacy That Goes Farther®

Welcome to your Trust prescription drug plan managed by Express Scripts. Millions of Medicare beneficiaries rely on Express Scripts for affordable medications, convenient services and excellent customer care. Now you can, too.

There are two simple ways to take advantage of all that your plan has to offer.

 Go online at **Express-Scripts.com**

 Use the **Express Scripts mobile app** on your smart phone or tablet

Whether on the web or on the go, you can:

- ✓ Look up covered drugs
- ✓ Review plan information
- ✓ Locate a nearby network pharmacy
- ✓ View claims history
- ✓ Look up drugs or pharmacies in the ITDR Low Cost Generics program
- ✓ Receive safety alerts
- ✓ Refill and renew home delivery prescriptions
- ✓ Check order status of home delivery prescriptions
- ✓ And so much more!



Both the website and mobile app are easy to use, and this guide makes it even easier by walking you through some of the steps to register, order refills and more.

## **Get started now**

and see how Express Scripts makes managing your medications a snap.



## How to Register on Express-Scripts.com

Registering online is simple and your information is secure and confidential.

Please have your prescription ID card handy and then follow these steps:

1. Go to **Express-Scripts.com** and click the orange **Create online account** button.
2. Complete the basic information about yourself.
3. Provide your member ID number from your prescription ID card.
4. Create your user name and password.
5. Click the green button: **Register now**.
6. Set your preferences now or anytime under **My Account**.
7. Review and accept the terms of use.
8. That's it! You will be taken to your personalized home page.

The screenshot displays the Express-Scripts.com homepage. At the top, the Express Scripts logo is visible. The main banner features a photograph of an elderly woman hugging a young child, with the text "Millions trust Express Scripts for safety, care and convenience." and "IT'S SIMPLE!". A prominent orange button labeled "Create online account" is shown with a mouse cursor hovering over it. Below the banner, a blue bar lists "Clients, Advisors, Pharmacists, Physicians and Investors" and provides a link to the corporate site. On the right side, there is a login section titled "Log in securely access to your" with fields for "user name" and "password", and links for "I forgot my user name" and "I forgot my password". Below the login section is a link to "View all product alerts" and a note "Last updated on 1/2/2014". The DoD Pharmacy TRICARE logo is also present. At the bottom, there are two sections: "Express Scripts Mobile" which describes the mobile app's availability for iPhone, Android, Windows Phone, and BlackBerry, and "Welcome to the new Express-Scripts.com" which encourages users to log in or register to manage prescriptions more efficiently. A small thumbnail of the website's interface is shown on the far right.



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## Registration is easy

Information you will need to complete registration can be found on your prescription drug ID card. To get the most from your online account, you'll also need a prescription number to view your personalized information.\*

**TRICARE Beneficiaries:** Do not complete the section below. Instead, please activate your account using our [TRICARE Mail Order activation process](#).

### Tell us about yourself

[? Help](#)

First name:

Last name:

Date of birth:     
mm dd yyyy

Gender: ☐ Male ☐ Female

Zip code:

### Provide your pharmacy benefit information

Member ID number   
(or subscriber ID):

[? Help](#)

Relationship to member: ☐ I am the member  
☐ I am not the member

### Create your user ID and password

You will use the following information to log in when you return to the site.

Your user name:

Create a password:

Confirm password:

Your e-mail:

Confirm e-mail:

Provide a password hint.

Enter a hint phrase:

[? Help](#)

For added security, provide a secret question and answer.

Secret question:  Select a question from the list.

Answer:

[register now](#)

\*Please note: A prescription number is not required to register on this site.

Need help registering?  
Please contact  
Express Scripts  
Medicare Customer  
Service 24 hours a  
day, 7 days a week  
at **1.844.470.1529**.  
TTY users, call  
**1.800.716.3231**.

# Get Familiar With Your Home Page

Your personalized home page shows you what you need to see right up front.

- The gray navigation bar at the top includes **Manage Prescriptions**, **Health & Benefits Information** and **My Account**. Click on each to see a menu of related links. Your shopping cart for medication orders is in the upper right corner.
- The main area shows your **Recent Order Status** and **Prescriptions**. You can perform many of the key functions right from these boxes.
- See **Benefit & Account Notifications** for messages and a list of Low Cost Generics program drugs and pharmacies. See **Health Alerts** for important actions.

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Welcome

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Cart 3 Items

### Recent Order Status

Filter by: Please Select One

View All Orders	Vanessa (07/18/1947)	Vanessa (07/18/1947)	Vanessa (07/18/1947)	Vanessa (07/18/1947)	More
	<b>Proair Hfa Inh 8.5gm</b> 100MCG Ref# 123456789012	<b>levothyroxine</b> 100MCG Ref# 123456789012	<b>Proair Hfa Inh 8.5gm</b> 100MCG Ref# 123456789012	<b>metformin tabs</b> 100MCG Ref# 123456789012	
	View details Shipped on 4/29/2013	View details <a href="#">View Rx Info</a> Will process after activation	View details Shipped on 4/29/2013	View details	

### Prescriptions

Chris (09/19/1945)

View Rx History

Chris has 8 available prescriptions to add to cart. [View all](#)

Home Delivery	Home Delivery	Retail Pharmacy	Retail Pharmacy	More
<b>lisinopril tabs</b> 100MCG Ref# 123456789012	<b>Zocor</b> 100MCG Transferred Ref# 123456789012 Refill now	<b>Nasonex</b> 100MCG Ref# 123456789012	<b>Allegra</b> 100MCG Ref# 123456789012 Last refill on XXXXXXXX	
View details <a href="#">Add to Cart</a>	View details <a href="#">Accepted</a> <a href="#">Added to Cart</a>	<a href="#">Transfer to Home Delivery</a>	View details	

### Benefit & Account Notifications

Welcome to the new Express-Scripts.com: Pharmacy That Goes Further.™  
[Here's what you can expect to find.](#)

You have >0< new secure messages in the Message Center. [Click here](#) to view your messages.

Certain medications are no longer covered. [Click here](#) for a list of these medications and covered alternatives to discuss with your doctor.

New! Online Refills and order status now available for many specialty therapies filed by Accredo. [Learn more and get started today!](#)

### Health Alerts

**Action required:**

Chris, Our pharmacists have identified alerts in your care that need to be reviewed.

[Learn More](#)

Now let's review the simple steps for a few of the more common things you can do to manage your prescriptions online.



## How to Find Lower-Cost Options for Your Drugs

**My Rx Choices®** is a unique program from Express Scripts that shows you how much you can save by:

- Choosing lower-cost medications, such as generics
- Using convenient home delivery from the Express Scripts Pharmacy <sup>SM</sup> \*

My Rx Choices also compares costs and helps you or Express Scripts work with your doctor to make simple changes to your prescriptions, if appropriate.

To view My Rx Choices online:

1. Under Manage Prescriptions, choose **Save With My Rx Choices**.
2. Select the medication(s) you're taking and click **Continue**.

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Go to: Home > My Rx Choices

**My Rx Choices®**

Start saving money on your prescriptions now.

Use **My Rx Choices**, the prescription savings program that lets you help your doctor save you money on medications you take on an ongoing basis.\* [In addition to helping you save money, Express Scripts will check your chosen alternatives for [possible drug interactions](#).]

**Consumer Reports BEST BUY DRUGS**

**NEW!** Proven, effective, affordable options from Consumer Reports Best Buy Drugs™. [Learn more now.](#)

Chris Bell (09/19/1945)

**Medication history** Search by drug name Condition and category

**Select the medications you are still taking:**

The drugs listed below are medications you currently take on an ongoing basis.

Current prescriptions for Chris	Strength	Pharmacy
<input type="checkbox"/> Accupril	5mg	Retail
<input type="checkbox"/> Glucophage Tabs	500mg	Mail
<input type="checkbox"/> Lescol	20mg	Wal-mart home delivery
<input type="checkbox"/> Tenormin Tabs	50mg	Retail

[Continue](#)

\*Other pharmacies are available in our network.

- Review the next page showing how your medications compare to lower-cost choices, such as generics (not including ITDR Low Cost Generics). See whether the drug is marked Retail or Express Scripts Pharmacy. Then see how much “YOU SAVE”.
- To remain on your current medication or switch to a lower-cost choice, click the round button next to the medication name and then click **Continue**.
- Medications will automatically be checked for possible drug interactions. Then click **Continue**.

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Go to: [Home](#) | [My Rx Choices](#)

### My Rx Choices

Choose alternatives for your doctor to consider and click the “continue” button to go to the next step.  
For your convenience, we’ve preselected the lowest-cost medication alternatives available at this time. There may be multiple lower-cost alternatives.

- To review other alternatives, which could have the same or similar pricing, click the “view other alternatives” link for each medication.
- To remain on your current medication, select the radio button to the left of the medication name.
- Learn about our [Extended Payment Program](#), which lets you pay for medications in 3 monthly installments. [Calculate your estimated monthly payments.](#)

If you received a letter from us regarding potential savings using My Rx Choices, the savings may be different from what is displayed below because My Rx Choices uses the most current pricing based on your plan.

Medication	You pay	Lower-cost choice	You pay	YOU SAVE
<input type="radio"/> <b>Accupril</b> 5 MG Tablet (brand) Dosage: 1 Tablet, once a day Tier Status: <b>Tier 3</b>  Stage: Initial Coverage <a href="#">What are stages?</a>  Pharmacy: Retail • Coverage rules may apply • Get different results with different days, supply and quantity	\$20.75 for 30 days	<input checked="" type="radio"/> <b>quinapril tabs</b> 5 MG Tablet (generic equivalent) III Dosage: 1 Tablet, once a day Tier Status: <b>Tier 3</b>  Stage: Initial Coverage <a href="#">What are stages?</a>  Pharmacy: Express Scripts Pharmacy™ • Coverage rules may apply • Compare drug information	\$15.00 for 90 days	\$189.00 per month  \$567.00 over 3 months  <a href="#">Explain my savings</a> <a href="#">View other alternatives</a>
<input type="radio"/> <b>Lescol</b> 20 MG Tablet (brand) Dosage: 1 Tablet, once a day Tier Status: <b>Tier 3</b>  Stage: Initial Coverage <a href="#">What are stages?</a>  Pharmacy: Retail • Coverage rules may apply • Get different results with different days, supply and quantity	\$16.76 for 30 days	<input checked="" type="radio"/> <b>lovastatin hcl tabs</b> 10 MG Tablet (generic equivalent) III Dosage: 1 Tablet, once a day Tier Status: <b>Tier 3</b>  Stage: Initial Coverage <a href="#">What are stages?</a>  <div> <b>BEST BUY DRUGS</b> <a href="#">view report</a> </div> Pharmacy: Express Scripts Pharmacy™ • Coverage rules may apply • Compare drug information	\$15.00 for 90 days	\$141.12 per month  \$423.36 over 3 months  <a href="#">Explain my savings</a> <a href="#">View other alternatives</a>

**Savings per year: \$3,961.44**

previous

Your choices could save you \$3,961.44 out of a possible \$3,961.44 once your doctor approves. When you click the “continue” button, your choices will also be checked for possible drug interactions.

continue



- With your doctor's approval, you can switch to lower-cost choices for the medications you're taking. In some cases, Express Scripts can contact your doctor. For others, you will need to contact your doctor. Review this information for accuracy and click **Continue**.
- If prompted on the next page, print the information packet to bring to your doctor. Then click **Complete Request**.
- Confirm that your shipping address and payment information are correct and click **Process Order**. **Note:** If this is your first time using home delivery, you must enter your payment information.

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Go to: Home > My Rx Choices

My Rx Choices

Have a question? Need help? [learn more >>](#)

With your doctor's approval, you can start saving money on your medications. Review the information below for accuracy and click the "continue" button to go to the next step.

Express Scripts can contact your doctor for the following choices because:

- BOTH the choice listed below and your current medication are **GENERIC EQUIVALENTS**.
- AND, you chose up to a 90-day supply through **EXPRESS SCRIPTS BY MAIL**.

[Learn more about why Express Scripts can contact your doctor for these savings choices](#)

Current prescription	Your choice	Who will contact my doctor?	My doctor is:
Accupril 5 MG Tablet (brand) Dosage: 1 Tablet, once a day	quinapril tabs 5 MG Tablet (generic equivalent) Dosage: 1 Tablet, once a day You save: <b>\$189.00 per year</b>	<input checked="" type="radio"/> Express Scripts will contact your doctor. <a href="#">Learn more</a> <input type="radio"/> You will contact your doctor	Dr. Susan Johnston 455 Any Street Franklin Lakes, NJ 07417 (201) 269-3400 <a href="#">Update doctor information</a>
Glucophage Tabs 500 MG Tablet (brand) Dosage: 1 Tablet, once a day	metformin hcl tabs 500 MG Tablet (generic equivalent) Dosage: 1 Tablet, once a day You save: <b>\$260.36 per year</b>	<input checked="" type="radio"/> Express Scripts will contact your doctor. <a href="#">Learn more</a> <input type="radio"/> You will contact your doctor	Dr. Walter Smith 200 Main Street Franklin Lakes, NJ 07417 (201) 259-3000 <a href="#">Update doctor information</a>

[<< previous](#)
The information above is correct
[continue](#)

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My Rx Choices

Have a question? Need help? [learn more >>](#)

Follow these steps to complete your request:

Based on your benefit plan and today's prices, your choices, once approved by your doctor, could save you **\$997.76**.

FIRST, print your savings kit to bring to your doctor.\*

Please note: You MUST print this kit now BEFORE leaving this page.

What is in the savings kit and what do you do with it?

- lurasidone 60 MG Tablet (generic alternative)
- atenolol 50 MG Tablet (generic alternative)

Talking to your doctor could save you: **\$548.40**

THEN, complete your request

Express Scripts will contact your doctor for approval for the choices below. We will not charge your credit card until your prescription has been filled and shipped from one of Express Scripts' mail order pharmacies.

- quinapril tabs 5 MG Tablet (generic equivalent)
- metformin hcl tabs 500 MG Tablet (generic equivalent)

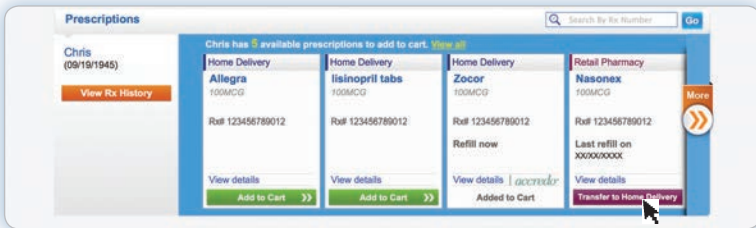
Allowing Express Scripts to contact your doctor could save you: **\$449.36**

# How to Transfer Retail Prescriptions to Home Delivery

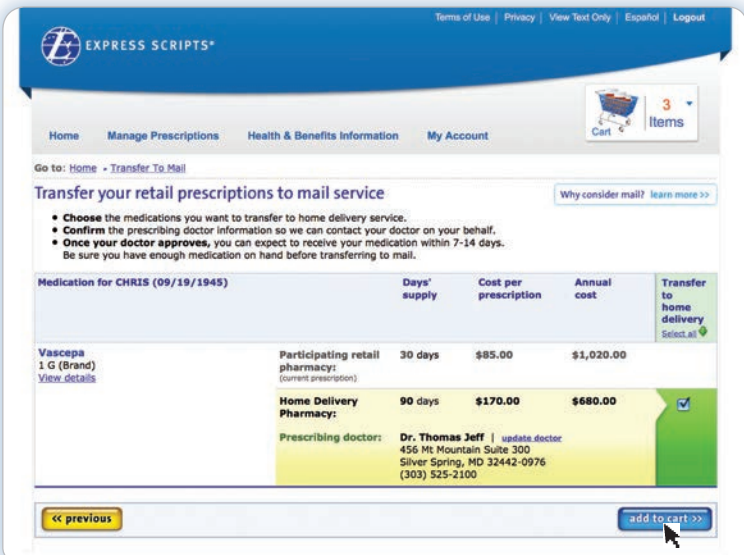
Convenient home delivery from the Express Scripts Pharmacy is ideal for any long-term drugs you take regularly. Get a 90-day supply delivered right to your home for the equivalent of 2.5 copayments rather than three. Plus, **standard shipping is always free!**

It's easy to transfer eligible medications that you get at a retail pharmacy to home delivery from the Express Scripts Pharmacy. On the home page under **Prescriptions**, each medication is marked as Home Delivery or Retail Pharmacy:

1. Click the **Transfer to Home Delivery** button.




2. On the next page, view the pricing and check the box to confirm the medication(s) you want to transfer to home delivery.
3. Confirm the prescribing doctor information so we can contact your doctor to get a home delivery prescription for you.
4. Click **Add to Cart**.




5. Confirm that your shipping address and payment information are correct and click **Process Order**.

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 EXPRESS SCRIPTS®

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### Review your order


Please verify shipping address and payment methods before processing your order.

Ship to:	Payment Information
Please verify this is the correct address for your order: Chris Bell Address line 1 City, NJ 07444 This is your preferred address <a href="#">What is a preferred address?</a> <a href="#">Edit shipping address</a>	Visa ***** 1234 Exp Date: 06/2017 <a href="#">Edit payment information</a>

### Your prescription order

**Chris**

Prescriptions	Strength	Qty/days supply	Your estimated cost
Lisinopril 5mg tablets Rx# 123456789012	5mg tablets	90/90 days	\$35.00 <a href="#">remove</a>
Zocor 40mg tablet Rx# 123456789012	40mg tablets	90/90 days	\$35.00 <a href="#">remove</a>

 = You will receive an e-mail to remind you when it is time to refill this medication.

Prescription order: \$105.00

Prescription shipping method: Standard \$0.00  
[shipping details](#)

**Prescription total: \$105.00**

Charges pending: \$0.00

**Amount you will be billed today: \$105.00**

**Please verify your shipping address and payment information are correct before you click the "process order" button.**

Ship to: Address line 1, City, NJ 07644  
[edit shipping address](#)

**Note:** You will receive your confirmation number once your order has been processed. Do not close your browser until your confirmation number is displayed.

**process order**

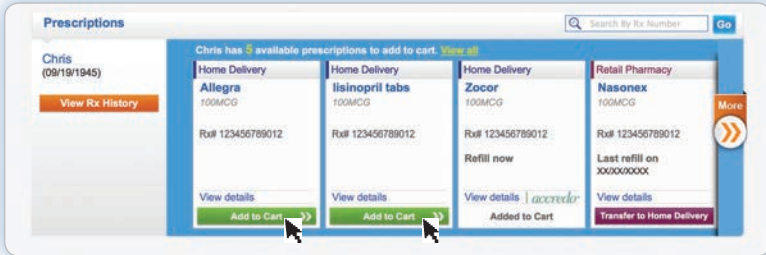
You should receive your medication 7-14 days from when you place your order. Check back any time to view your order status online. You will be notified if your doctor does not respond to our request. Be sure you have enough medication on hand before transferring prescriptions to home delivery.

Note: You can also add automatic refills for any eligible home delivery prescription by signing up for Worry-Free Fills® at no extra cost.

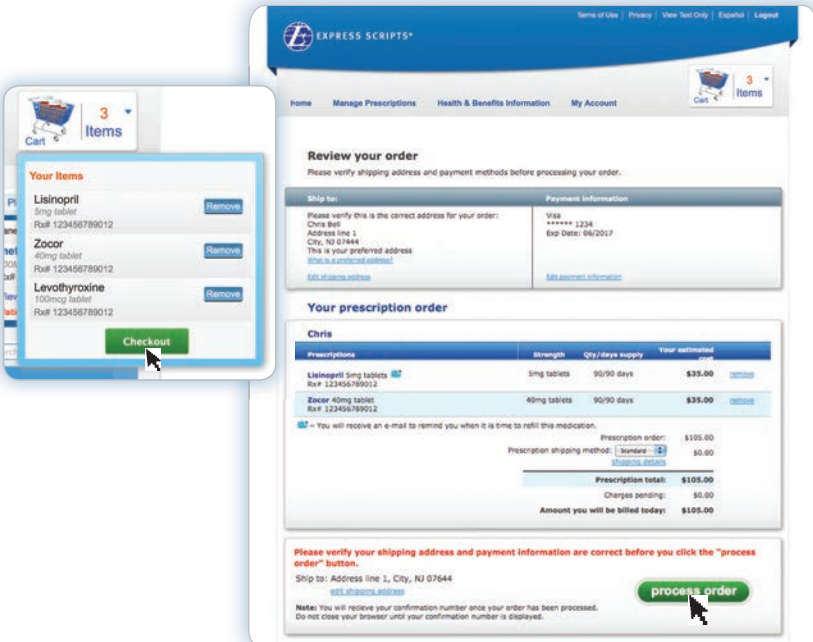
# How to Refill or Renew Home Delivery Prescriptions

For drugs that the Express Scripts Pharmacy delivers to your home, you can order refills or renew prescriptions right from the home page, under **Prescriptions**:

1. Look for Home Delivery Prescriptions and click **Add to Cart**.



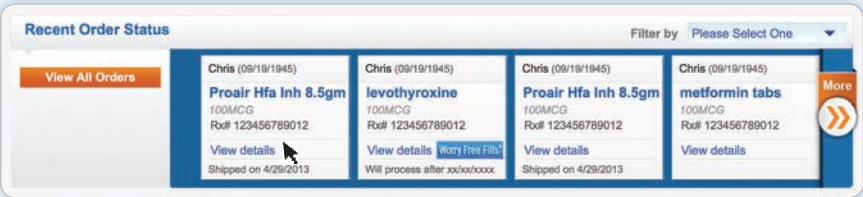
2. Move your cursor over the shopping cart, located in the top right-hand corner on every page and a box will appear showing what is in your cart.
3. Click **Checkout**.
4. Review your order and click **Process Order**.
5. You will see a page with your confirmation number that you can print for your records.



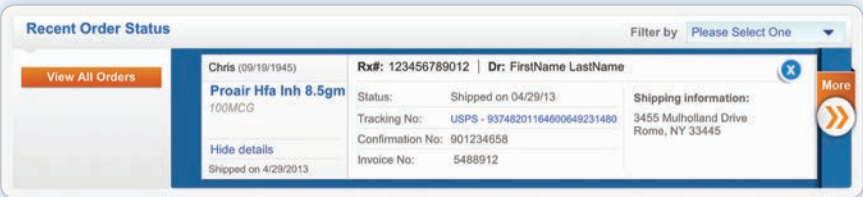
# How to Check Home Delivery Order Status

You can view and track your Express Scripts Pharmacy home delivery prescription orders on the home page.

- 1. Under **Recent Order Status**, see drug name, prescription number and shipping status on the dashboard.



- 2. Click **View details** for more information about each order, including the doctor's name, confirmation number, shipping address and a direct link to track the shipment.



- 3. Click the **View All Orders** button to get the status for all your orders on one page.



Don't see a medication? Click the orange arrows to scroll side-to-side through all recent orders. Or use the **Filter By** option to view only those orders you want, such as shipped orders.

## The Express Scripts Mobile App: Your On-The-Go Pharmacy

The Express Scripts mobile app provides you with access to your prescriptions, orders, refills, safety alerts and more, whenever and wherever you need it. Available on most smartphones or tablets, the app makes it easier to manage your benefit, anytime, anywhere.



**My Rx Choices.** Find lower-cost options under your plan



**Medicine Cabinet.** Manage prescriptions and check for drug interactions



**Order Status.** Is it ready? Has it shipped? Check it here



**Locate a Pharmacy.** Find the in-network retail pharmacy nearest you



**Transfer to Home Delivery.** Switch eligible drugs to the Express Scripts Pharmacy



**Claims and History.** View details for your recent and past claims



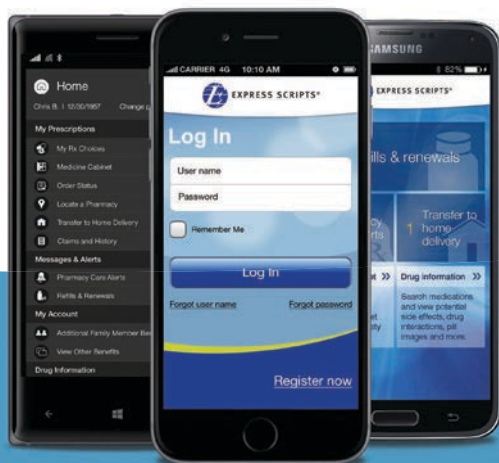
**Pharmacy Care Alerts.** Receive personalized alerts for your treatment plan



**Refills & Renewals.** Refill and renew your home delivery prescriptions



**Drug Information.** Get more details about your medications





## How to Download the Express Scripts Mobile App for Free and Login

1. Go to the app store on your mobile smartphone or tablet.

**OR**

Scan this code with your mobile device now.



2. If you've already registered on the website, simply login using the same user name and password. If not, then just create a user name and password using the app.
3. That's it! You will see your personalized home screen.

Need help?

Please contact Express Scripts

Medicare Customer Service

24 hours a day, 7 days a week

at **1.844.470.1529.**

TTY users, call **1.800.716.3231.**



**Need help online or on the go?**

**Call Express Scripts Medicare Customer Service anytime.**

With the Trust plan, you have one dedicated line for all your questions, including help with the website, mobile app, medication claims or anything related to your prescription drug benefit.

Simply call **1.844.470.1529** to speak with Express Scripts Medicare Customer Service, 24 hours a day, 7 days a week.  
TTY users, call **1.800.716.3231**.



The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, premium and/or copayments/coinsurance may change on January 1 of each year.

Express Scripts Medicare (PDP) is a prescription drug plan with a Medicare contract. Enrollment in Express Scripts Medicare depends on contract renewal.



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