



Common questions about home delivery

What is home delivery?

Your prescription plan offers delivery of long-term medications – for example, those you take on an on-going basis to treat high cholesterol – right to your door, with free standard shipping.

How do I get started?

Ask your doctor to e-prescribe or fax your 90-day prescription to Express Scripts. (The fax number is 800.837.0959. Only doctors can fax prescriptions.) You can also call us at 855.315.5220 to start using home delivery. We'll take care of the rest.

How long will it take to get my medication?

If this is the first time you've placed an order through home delivery, please allow 10 to 14 days from the time Express Scripts receives your prescription. Once we've processed your first order, subsequent new prescriptions will usually arrive within 8 days after we receive your prescription. Refills are usually ready sooner, within 3 to 5 days from our receiving your refill request.

Express Scripts manages your prescription plan for your health plan.

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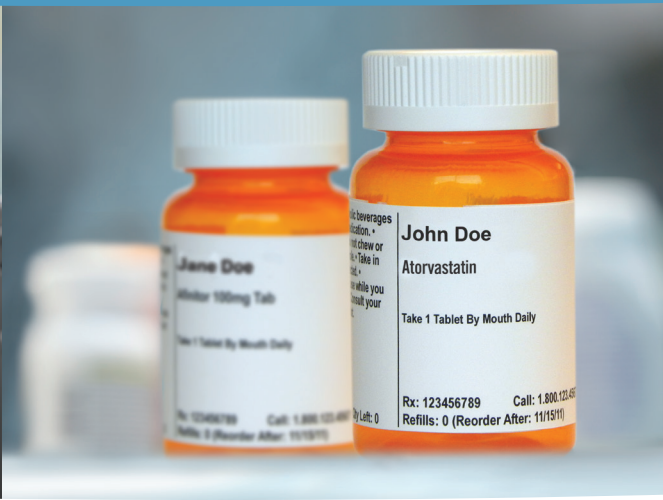
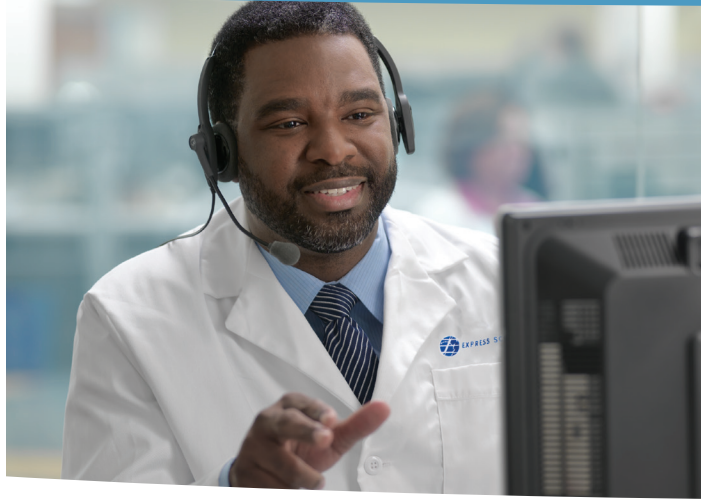
Home delivery:
Enhanced pharmacy care,
convenience and cost savings

Home delivery from the Express Scripts PharmacySM can help you **stay healthy and save money.** It's all part of your prescription plan – at your door and at your fingertips.



Join millions of others who
choose to get their medications
delivered at home for less.





For the affordable and convenient pharmacy care you need, choose home delivery today.

You can have your doctor send us your prescription by **e-prescribing** or **fax**.

Or, you can call us at **855.315.5220**, 24 hours a day, seven days a week. We'll take care of the rest.

Health and safety support

- Our pharmacists are available 24/7 to help answer your medication questions.
- Many pharmacists have in-depth training in the medications used to treat specific conditions, such as high blood pressure, high cholesterol or diabetes.

Cost-saving services

- You'll typically pay less by getting up to a 90-day supply.
- Savings notifications let you know when you have new ways to save.
- Prescription plan specialists can help you find other cost-saving opportunities, such as using generics.

At-home convenience

- Enjoy free standard delivery right to your home.
- Refill your medication by phone or online.
- With your permission, we'll contact your doctor when it's time to renew.

Pharmacy that goes fartherSM

- Register at **express-scripts.com** to take advantage of these benefits:
- Order refills and track order status.
 - Check for lower-cost medication options.
 - View medication alerts for your health and safety.

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