



# Frequently Asked Questions About Select Home Delivery

## Get the Most from Your Pharmacy Benefit

You have the option to fill certain maintenance medications through the mail order pharmacy, or at a retail pharmacy. If you choose the mail order pharmacy, you'll save money, and your prescriptions will be shipped straight to your door. If you want to fill prescriptions at a retail pharmacy, you must notify Express Scripts®, before your third fill in order to avoid paying the full retail cost of the medication. Express Scripts is an independent company that administers your pharmacy benefits on behalf of Blue Cross Blue Shield of Massachusetts.

### What is a maintenance medication?

Maintenance medications, also known as long-term medications, are prescription drugs you take regularly to treat ongoing conditions such as diabetes, high blood pressure, and high cholesterol.

### What are the advantages of using the mail order pharmacy?

- Your copayment for most 90-day prescriptions will cost less than three 30-day fills at a retail pharmacy
- Medications are shipped to you at no additional cost for standard shipping
- With fewer refills and no trips to the pharmacy, you'll be less likely to miss a dose
- Get your prescriptions on time, every time with automatic refills

### Does my medication qualify for Select Home Delivery?

Follow the steps below to see if your medication qualifies for Select Home Delivery:

1. Visit MyBlue at [bluecrossma.com/pharmacy](http://bluecrossma.com/pharmacy)
2. Go to Home Delivery Options under Mail Order Pharmacy
3. Select the Maintenance Medication List

### How do I order prescriptions using the mail order pharmacy?

Mail order prescriptions are fulfilled by Express Scripts. To place an order, choose one of the following options:

- Visit Express Scripts at [express-scripts.com/decide](http://express-scripts.com/decide), and select **Transfer your retail prescriptions**
- Download the Express Scripts mobile app and select **Register**
- Call Express Scripts at **1-800-892-5119** (TTY: 1-800-305-5376)
- Ask your doctor to e-prescribe a new, 90-day prescription to Express Scripts, or fax it to **1-800-837-0959**

For your first order, we recommend getting two signed prescriptions from your doctor. The first is for an initial 30-day supply of medication to be filled at your participating pharmacy. The second is for a 90-day supply with appropriate refills to be used for the mail order pharmacy.

### I want to fill my prescriptions at a retail pharmacy. What do I have to do to avoid paying full cost?

Express Scripts manages your pharmacy benefit. To avoid paying the full retail cost of the medication, contact Express Scripts at **1-800-892-5119** (TTY: 1-800-305-5376), or visit their website at [express-scripts.com/decide](http://express-scripts.com/decide) by your third fill. You'll pay your regular copayment for your first two fills at a participating retail pharmacy, but will have to pay full cost for maintenance medications starting with your third fill, unless you inform Express Scripts that you want to continue using a retail pharmacy.

# Frequently Asked Questions About Select Home Delivery

## How long does it take to get medications delivered from the mail order pharmacy?

For first-time orders, please allow 10 to 14 days from the time Express Scripts receives your order for delivery. We recommend you have at least a 30-day supply of medication on hand. If we need to contact you or your prescribing doctor for information, delivery could take 2 to 3 weeks.

## How do I refill my prescriptions using the mail order pharmacy?

- Log in to Express Scripts at [express-scripts.com](https://www.express-scripts.com), select the medications to be filled, then select **Add to Cart**
- Call Express Scripts at **1-800-892-5119** (TTY: **1-800-305-5376**), 24 hours a day

## Can I sign up for automatic refills?

Worry Free Fills<sup>®</sup> are available for qualifying maintenance medications. When enrolled, Express Scripts will calculate when you'll need your prescription and deliver them on time. They'll contact you before processing each fill to confirm delivery, and the delivery date. Enroll in Worry Free Fills by choosing one of the following methods:

- Visit Express Scripts at [express-scripts.com](https://www.express-scripts.com), and select **Automatic Refills**
- When refilling a prescription, answer yes when asked to enroll in Worry Free Fills
- Call Express Scripts at **1-800-892-5119** (TTY: **1-800-305-5376**)

## How can I check the status of my mail order pharmacy order?

If you're a first-time visitor, you'll need to register your Express Scripts account using your member ID number. To check your status, choose one of the following methods:

- Log in to your Express Scripts account at [express-scripts.com](https://www.express-scripts.com), select **Go to full order status** under **Recent Order Status**
- Call Express Scripts at **1-800-892-5119** (TTY: **1-800-305-5376**)

## How can I find out how much my medication costs?

- Log in to your Express Scripts account at [express-scripts.com](https://www.express-scripts.com), select **Prescriptions** under **Price a Medication**
- Call Express Scripts at **1-800-892-5119** (TTY: **1-800-305-5376**)

## How do I pay for prescriptions through the mail order pharmacy?

To avoid a delay in delivery, please use one of the following payment methods when making an order:

- Flexible Spending Account (FSA) debit card
- VISA<sup>®</sup>, MasterCard<sup>®</sup>, American Express<sup>®</sup> Card, or Discover<sup>®</sup> Card
- Bank-issued debit card
- Personal check or money order

## How will I know if I have an outstanding balance?

You'll receive an invoice with each order, as well as monthly statements with any outstanding balances. You can also check your balance when you log in to [express-scripts.com](https://www.express-scripts.com) under **Prescriptions**, and select **Claims & Balances** under **Prescriptions**.

## Is there an additional charge for shipping and handling?

Medications are shipped via standard shipping at no additional cost to you. Overnight shipping is available for an additional fee.

## My medication needs refrigeration. How will it be mailed?

Express Scripts will mail your prescription in an insulated package along with coolant packs that maintain the correct temperature range for your prescriptions. The packages are adjusted for current and forecasted climate conditions based on the package's destination.

## Can I have my prescription sent overnight?

Yes. You can request overnight delivery, but you'll have to pay the overnight shipping and handling charges. Please note that our standard processing time of 3 to 5 days will apply before the overnight shipment.

## If I order more than one prescription, will they be shipped in the same package?

Express Scripts tries to ship all prescriptions in one package. However, it's possible you'll receive more than one package when ordering multiple medications.

## How do I know whether my medication is covered, or whether there is a generic equivalent?

For more information about your medication, choose one of the following methods:

- Log in to your Express Scripts account at [express-scripts.com](https://www.express-scripts.com), select **Prescriptions**, then select **Price a Medication**
- Call Express Scripts at **1-800-892-5119** (TTY: **1-800-305-5376**)

# Frequently Asked Questions About Select Home Delivery

## Will I get brand-name or generic prescription medications?

You and your doctor can decide what's best for you. Where permitted by applicable law, FDA-approved generic equivalents may be dispensed when appropriate and permitted by your doctor. These generic medications may save you money.

## My doctor requested a brand-name medication. Why did my order contain a generic version?

If the brand-name medication that was prescribed by your doctor wasn't designated brand-name only, and has a preferred generic equivalent, Express Scripts will automatically dispense the generic version. If your medication was designated as brand-name only and you received the generic equivalent instead, it's because Express Scripts contacted your doctor and received your doctor's permission to dispense the preferred generic equivalent.

## What happens if my medication is on backorder from the manufacturer?

Express Scripts will notify you by phone if your medication is on backorder from the manufacturer and that there will be a delay in processing your prescription. If this happens, Express Scripts will advise you to contact your doctor to see if an alternative medication could be used, and to check local pharmacies for availability.

If Express Scripts identifies an available alternative medication, they'll contact your doctor to set up a new prescription for you.

## How does a medication being on backorder affect payments made?

If your medication is on backorder from the manufacturer, you'll be offered these options regarding your payment(s):

- If you sent a check with your order, you can request a credit to use toward future orders
- If you'd like a refund check, you may request one by calling Express Scripts at **1-800-892-5119** (TTY: **1-800-305-5376**)
- If you used a credit card, Express Scripts won't charge you until the medication is fulfilled, so you won't see a charge on your credit card if your medication is on backorder

If your order included medications that are available, we'll deliver that portion of your order.

## How will using the mail order pharmacy for maintenance medications affect my use of retail pharmacies?

You can continue using your retail pharmacy for acute medications, such as antibiotics or other medications for short-term use.

## My written prescription was returned to me by Express Scripts. Why?

A prescription may be returned due to incomplete information, a clinical or administrative concern, or a backorder problem. If we have a clinical or administrative concern, Express Scripts will attempt to contact your doctor up to two times within two business days. If necessary, they'll hold the order until the end of the second day, awaiting a response. If a response isn't received by the end of the second day, Express Scripts will send you a letter explaining the situation. When appropriate, the prescription will be returned to you.

## Who do I call with additional questions, or for help?

You can contact Express Scripts at **1-800-892-5119** (TTY: **1-800-305-5376**). A patient care advocate will assist you and, if needed, connect your call to a pharmacist. Their pharmacists are available 24 hours a day to answer questions. You can also find additional information at [express-scripts.com](https://www.express-scripts.com).

## Where can I learn more about my pharmacy benefits?

To review your pharmacy benefits, log in to your MyBlue at [bluecrossma.com/myblue](https://bluecrossma.com/myblue) and follow these steps:

- Go to **My Plans & Benefits**
- Choose your plan
- Select **View Plan Benefits**
- View **Prescription Drugs**

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).