

## **Express Scripts (ESI) Diabetes Care Value Program<sup>SM</sup> Frequently Asked Questions (FAQs)**

### **1. What is the Diabetes Care Value Program?**

The Diabetes Care Value Program combines a quality-based pharmacy network and a holistic approach to diabetes patient care. The program applies to all A&M Care health plan members who purchase oral and injectable diabetes drugs as well as the diabetes blood glucose test strips. For the prescription to be covered under the A&M Care health plan, the program requires that:

- diabetes-related prescriptions be filled with a 90-day supply rather than a 30-day supply, and
- diabetes-related prescriptions be filled through Express Scripts Home Delivery (mail-order) or a Walgreens pharmacy (retail).

### **2. When did the Diabetes Care Value Program begin?**

The program began on March 1, 2017.

### **3. Why is the Diabetes Care Value Program being implemented?**

The two main goals of the program are better patient outcomes and control of rapidly increasing costs. Aside from specialty medications used to treat debilitating diseases such as multiple sclerosis or HIV, spending on diabetic medications is the next highest spend and over the next three years it is expected to increase by 52%. Controlling health plan costs helps offset premium increases and benefit reductions.

One of the greatest problems that diabetic patients experience is not taking their prescribed medication. Express Scripts estimates that being non-adherent with diabetes medications on average increases total healthcare costs by \$4,690 per diabetic patient, per year. When receiving a 90-day supply of medicine, members:

Are less likely to miss a dose,

- Have fewer refills to remember to order, and
- Have a savings of one copayment for each prescription filled by Express Scripts Home Delivery.

In addition to financial terms, limiting the network for diabetic medications to Express Scripts Home Delivery and Walgreens offers the following benefits:

- With Express Scripts Home Delivery, you will be able to speak with a pharmacist 24/7 if you have questions about your medicine. You can also talk with specialist pharmacists in the Express Scripts Diabetes Therapeutic Resource Center who have advanced training on medicines used to treat diabetes and get answers about drug interactions, administration techniques, side effects and even food interactions.
- Walgreens pharmacists will reach out to members that start or transfer a diabetes medication for a phone consultation to provide one-on-one counseling.

### **4. Do I need to get a new prescription from my doctor for my diabetic medications?**

Express Scripts Home Delivery will contact your physician's office to get a new prescription. Walgreens can tell you if your prescription can be transferred from your current pharmacy or assist with securing a new prescription.

**5. Does this mean I can only use specific pharmacies to get my diabetes drugs?**

Yes, you can only use Express Scripts Home Delivery (mail-order) or Walgreens (retail). If you live in a rural area and there is no access to a Walgreens pharmacy, you can use an alternate retail pharmacy (see website list of additional approved pharmacies).

**6. Am I required to get a 90-day supply and fill the prescription through Express Scripts Home Delivery or a Walgreens pharmacy for my other long-term medications?**

No, this program is only for diabetes-related medications.

**7. How will my copayments work?**

If you use Express Scripts Home Delivery to fill your prescription, you will be charged two copayments for a 90-day supply. If you use a Walgreens to fill your prescription, you will be charged three copays for a 90-day supply.

**8. What if I am newly diagnosed with diabetes and it takes a few times before my doctor and I find a diabetes maintenance medication that works for me?**

Each member taking diabetes medication will be allowed up to two 30-day fills at a retail provider for *new* diabetes maintenance medication prescriptions.

**9. I can't afford to pay more than one copay at a time. What can I do?**

You can use Express Scripts Home Delivery and the Extended Payment Program. This program allows you to spread out your payments over three installments using a credit or debit card. There is no service fee.

**10. How do I get my medicine delivered from Express Scripts Home Delivery?**

You can choose between these easy options:

- Go to <http://www.express-scripts.com/> (if you don't already have an account set up, you will have to set up your account with a user id and password), review the medications that are on file (the medications you have previously filled at retail pharmacies will be listed) and choose the medicine you want delivered, add it to your cart, then checkout.
- Call the Patient Customer Service number on the back of your Express Scripts ID card (866.544.6970) and tell the representative you would like to set up a prescription to be sent through home delivery.

Whichever you choose, Express Scripts will work with your doctor to get you set up and there is no additional cost to you. Your medicine will be delivered in a confidential, tamper-proof, weather-resistant package.

**11. How long does it take to receive a prescription ordered from Express Scripts Home Delivery?**

Orders are usually processed 48 hours from when received. Your medicine should be delivered in about 8 days (10 – 14 days if it's a new prescription). You can check your order status by going online anytime. You also have the option to set up automatic refills for your long-term medications.

**12. How can I find the closest Walgreens?**

Go to <http://www.express-scripts.com/> (if you don't already have an account set up, you will have to set up your account with a user id and password). Once online in the Express Scripts website, click on "Manage Prescriptions" on the ribbon at the top of the page. Then click on "Locate a Pharmacy" from the drop down menu and follow the directions.