

[How do I submit a prescription for Home Delivery Pharmacy?](#)

Your 90-day mail-order prescription should be sent to:

Express Scripts, Inc.
P.O. Box 650322
Dallas, Texas 75265-0322

Or, you may ask your doctor to call **1 888 327-9791** for instructions on how to fax the prescription to Express Scripts (ESI). Your doctor will need to use your social security number or ESI member ID number to complete the transaction. (Only doctors can fax prescriptions to ESI.)

[What if I need to speak with a pharmacist?](#)

Registered pharmacists are available 24 hours a day, seven days a week to answer any questions. Call the toll-free number located on your member ID card. You can also contact one of Express Scripts' registered pharmacists online at www.express-scripts.com.

[How long does it take to receive medications when ordered through Home Delivery?](#)

First-time orders arrive within 8 to 11 days. Refills usually arrive in less time - 7 to 9 days. At www.express-scripts.com you can review detailed order status information. The best time to reorder is when you have about a 14-day supply of your medication remaining. This will help ensure that the medication is received when it is needed.

[What should I know about the low cost generic offerings provided by some retail pharmacies?](#)

Express Scripts (ESI) employs a claims processing logic that looks at the plan copay, the ESI discount, *and* what a cash-paying customer would pay at each individual pharmacy. The lesser of these three amounts is then applied. That being the case, we encourage members to present their cards as both a safety and cost savings measure. Once the card is presented, the prescription is assessed for possible drug-drug interactions, excessive quantity, etc. The amount paid will also be applied to the member's deductible. If the member fails to show his/her card, neither of these will happen. Of course, as is the case with any product, consumers are encouraged to shop for the best value for their dollar.

[My Rx Choices](#)

My Rx Choices puts the consumer in the driver's seat by allowing users to compare costs for: generic equivalents, preferred brand and generic alternatives (both within and across drug classes), and ordering through retail and mail order. My Rx Choices is offered to all members through the Express Scripts website.

[How do I find out if my medication requires a prior authorization?](#)

Information on medications requiring prior authorization is available at www.express-scripts.com, or by contacting Express Scripts (ESI) customer service at 1-866-544-6970. To initiate a prior authorization, please contact ESI.

[Why is my pill a different color/shape than the last time I filled it?](#)

Often, several manufacturers will offer a generic version of a drug. Express Scripts (ESI) continually monitors the prices of these drugs in order to provide the lowest cost version to clients and their membership. Since pricing may change, ESI has been known to switch generic manufacturers to allow for greater savings. If a member has a question about the medication, they should contact an ESI pharmacist, who will be able to confirm which medication they have received.

[What if the generic medication doesn't work as well as brand?](#)

It is a personal choice whether a brand or a generic is utilized. Generic medications go through the same rigorous testing and FDA approval as the brand, so patients can rest assured that they are receiving a quality product. The reason for the higher copay is simply to offset a portion of the higher cost of brand medications. Some patients have reported that the brand doesn't work as well as the generic and vice versa. So, our suggestion is to stick with what works best for you.

[Can Express Scripts \(ESI\) transfer my prescriptions from a retail pharmacy to Home Delivery?](#)

Yes, Express Scripts (ESI) can facilitate the transfer from a retail pharmacy to Home Delivery for you. To get started, you simply need to make the request through Express Scripts Member Services or online at www.express-scripts.com. You will need to choose the medication(s) you want to transfer to Home Delivery and confirm the prescribing doctor information so that ESI can contact the doctor on your behalf. Once your doctor approves, you can expect to receive your medication within 7-14 days. Please be sure you have enough medication on hand before transferring to mail. If you would prefer to contact your doctor on your own, you should ask your doctor to provide you with a new prescription for a 90-day supply. This enables your doctor to prescribe the maximum days' supply for your prescription, which is typically 90 days for long-term drugs. It also gives your doctor an opportunity to review your prescription and make any necessary adjustments.