

# Using Mail Order

## Save Money on Your Long-term Medications

If you take long-term medications, such as those used to treat high blood pressure, high cholesterol or diabetes, you may save time and money by having them delivered conveniently to your home through mail order.

### New prescriptions

- To make sure you have what you need to start taking your medicine, ask your doctor for one prescription for a 30-day supply. Fill this prescription at a network retail pharmacy.
- Then, ask your doctor for a second prescription, for up to a 90-day supply plus refills. There are three ways to submit this prescription to the Express Scripts home delivery pharmacy:
  - Your doctor can e-prescribe it directly to Express Scripts.
  - Your doctor can fax your prescription to Express Scripts.
  - You can mail your prescription with a completed mail-order form and payment to the address on the form. To print a form, visit the Express Scripts website through My Health Plan. (Visit [MedMutual.com/Rx](http://MedMutual.com/Rx), then click Sign on to Express Scripts. On the Express Scripts website, click Benefits > Print Form.) You can pay by credit card, debit card, check or money order.

You should receive your medication within about a week of Express Scripts receiving your order. If you don't, call the Rx Information number on your Medical Mutual ID card to confirm your prescription was received and to provide additional payment and allergy information.

Most medications are shipped via the U.S. Postal Service at no charge to you. Expedited shipping is available for an additional fee.

### Refills

When you have two weeks' worth of your medication left, you will need to order a refill. You can do so online, by phone or by mail.

- **Online:** Visit the Express Scripts website through My Health Plan. Click Add to Cart for your eligible prescriptions and check out by providing payment information. If your prescription has expired, Express Scripts will contact your doctor.
- **By Phone:** Call the Rx Information number on your Medical Mutual ID card. If your prescription has expired or run out of refills, Express Scripts will contact your doctor to renew it. You will also need to provide payment information before your medication is shipped to you.

- **By Mail:** Complete the refill slip that came with your original prescription. Then mail it to Express Scripts with your payment (or complete the credit or debit card information) in the envelope provided.

You can also set up automatic refills for many long-term medications. Once you enroll an eligible medication<sup>†</sup>, you no longer need to remember to order refills. As you get close to the end of your current supply (based on when the previous fill was shipped), Express Scripts will notify you about two weeks before mailing your medicine so you can cancel or change the order if you need to.

### **Paying in monthly installments**

Enroll in Express Scripts' Extended Payment Program to make it easier to pay for 90-day supplies when you order them through the mail. You receive:

- Your full 90-day supply after your first payment
- Automatic charges to the credit or debit card of your choice (Flexible Spending Account and Health Savings Account debit cards cannot be used with this program)
- A payment schedule provided with your first order

To help determine what your monthly cost will be, visit the Express Scripts website through My Health Plan (click Prescriptions > Price a Medication). You can also call the Rx Information number on your health plan ID card. You will need to know the name and strength of your medication, the amount of medicine you take (e.g., one tablet, one vial) and how often you take it (e.g., once per day).

Please note: Once selected, Express Scripts will apply the Extended Payment Program to all mail-order prescriptions for all covered members in your household.

If you have questions, Express Scripts pharmacists are available 24 hours a day, seven days a week.

<sup>†</sup> Some medicines do not qualify for automatic refills. Examples include controlled or specialty medicines or medicines intended to be used on a short-term or as-needed basis like allergy or pain medications.