

Get your prescriptions  
**DELIVERED at HOME**

Express Scripts Pharmacy



EXPRESS SCRIPTS®

You are entitled to have your prescription medications shipped directly to your home. This benefit is currently covered under your existing health plan, and is available at no additional cost to you. And standard shipping is free.



If you take prescription medications for asthma, heartburn, high blood pressure, allergies, high cholesterol or other long-term conditions, consider ordering your medications through Express Scripts Home Delivery.

#### Home Delivery offers the following benefits:

- Prescriptions are delivered directly to your home — with free standard shipping.
- You get up to a 90-day supply of your medications — which means fewer refills and visits to your pharmacy.
- You can speak with a pharmacist anytime, day or night.
- Once you begin using Home Delivery, you can order refills online or by phone.



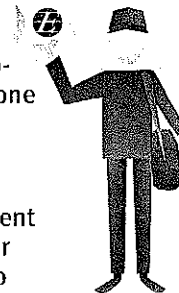
#### To have your prescriptions delivered to your home:

##### Online:

1. Visit [www.express-scripts.com](http://www.express-scripts.com)
2. Activate your account.
3. Follow the prompts to change prescriptions to Home Delivery or fill a new prescription.

##### By Mail:

1. Ask your doctor to write a prescription for up to a 90-day supply of your medication (plus refills for up to one year, if appropriate).
2. Complete a Home Delivery order form.
3. Mail your completed form, prescription and copayment to Express Scripts. When your order is received, your prescription will be filled and sent to you in seven to 10 days.



*If you need an order form, please visit [www.express-scripts.com](http://www.express-scripts.com) to print one. If you don't have access to a computer, please call the Express Scripts toll-free number on the back of your card to request one.*

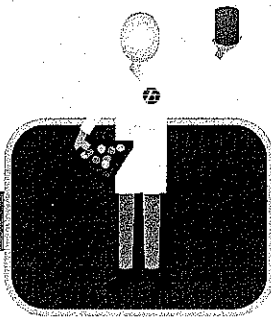


# Getting your prescriptions delivered at home is as easy as **MAILING** a letter... or going **ONLINE**.

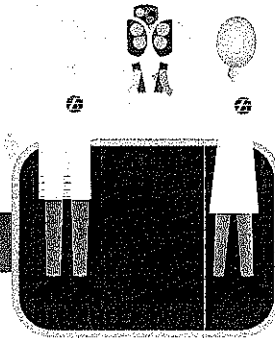
Send the prescription from your doctor and a completed enrollment form to Express Scripts.



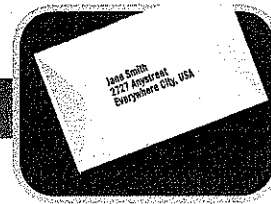
Once the Express Scripts Pharmacy receives your written prescription, it is reviewed for possible drug interactions based on your health profile.



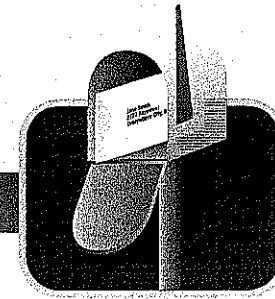
Once approved, the prescription is filled by a licensed pharmacist.



Your prescription is double-checked for accuracy.



Your medication is packaged in a plain, weather-resistant pouch for your privacy and protection.



Your medication is delivered free to your home with our standard delivery.

## REFILLS are simple too!



### REFILL OPTION 1:

Refills can be made on our website at [www.express-scripts.com](http://www.express-scripts.com).



### REFILL OPTION 2:

Refills can be made with a simple phone call.

# CHOOSE the Express Scripts Pharmacy for HOME DELIVERY of your prescriptions.

The same high quality you've come to expect from your participating pharmacy

## CONVENIENCE, SAFETY AND PERSONAL ATTENTION

- Prescriptions are delivered to your home within 10 to 14 days, with free standard delivery.
- Your prescription is double-checked for accuracy.
- Registered pharmacists are available to answer your questions anytime.

## START HOME DELIVERY TODAY

- Home Delivery is perfect for maintenance medications.
- Order refills by mail, by phone or online at [www.express-scripts.com](http://www.express-scripts.com)
- Mail an order form and a new prescription to begin service.

## Express Scripts Home Delivery

# FREQUENTLY ASKED QUESTIONS

- Q.** Do I have to pay extra to use Home Delivery?
- A.** No. Home Delivery is part of your prescription-drug benefit. That means the service is available to you at no additional cost.
- Q.** Can using Home Delivery save me money?
- A.** Depending on your plan's home-delivery benefit, you could save money by using Home Delivery vs. using your participating pharmacy. Check your plan for details and savings amounts.
- Q.** Which of my medications is ideal for Home Delivery?
- A.** Use Home Delivery for your maintenance medications. For a short-term illness requiring a one-time prescription (and no refills), such as an antibiotic, your participating pharmacy is the best choice.
- Q.** Are the drugs that I get through Home Delivery the same as the drugs I get at a participating pharmacy?
- A.** Yes. The Express Scripts Pharmacy dispenses the same medications you get at a participating pharmacy.
- Q.** Can the Express Scripts Pharmacy dispense medications that need to be refrigerated?
- A.** Yes. The Express Scripts Pharmacy will ship medications requiring refrigeration in cold packs.
- Q.** Can I have my prescriptions delivered rush or overnight?
- A.** Yes. For an additional charge, the Express Scripts Pharmacy can have your prescriptions sent overnight.
- Q.** Does the Express Scripts Pharmacy have easy-open bottle caps available?
- A.** Yes. Express Scripts ships prescriptions with child-resistant safety caps but will provide easy open caps at your request.
- Q.** What if I'm going to be at a temporary address (while on vacation, etc.)? Can my prescription be sent there?
- A.** Yes. Prescriptions can be sent to a temporary address if you will be at that address for at least 14 business days. Just call the Patient Care Contact Center to set up your temporary address.
- Q.** Do many people use Home Delivery?
- A.** Last year alone the Express Scripts Pharmacy filled more than 39 million prescriptions. Since 1986, we have been filling prescriptions for millions of Americans who enjoy the convenience of having their prescriptions delivered directly to their homes.