

OFFICE OF THE COUNTY EXECUTIVE ALL-EMPLOYEES MEMORANDUM

DATE: May 6, 2013

EMPLOYEE MEDICAL HEALTH PLAN

UPDATE ON PHARMACY ADMINISTRATOR AND FREQUENTLY ASKED QUESTIONS REGARDING ESI HOME DELIVERY

County Executive Steven Bellone and the EMHP Labor/Management Committee previously announced in All-Employee Memorandum 06-13 issued on March 30, 2013, that OptumRx could not start as the Third Party Administrator for pharmacy benefits on April 1, 2013.

It is now confirmed that your pharmacy benefits under EMHP will continue to be administered by Express Scripts, Inc. (ESI). OptumRx will not be replacing ESI.

In addition, beginning June 1, 2013, **ALL** EMHP members will be covered under a mandatory mail order program, whereby maintenance medication prescriptions must be filled **only** through ESI's Home Delivery. Maintenance medications are defined by the EMHP as any prescription medication ordered for more than a 21-days' supply (plus refills). Acute medications of up to a 21-days' supply can continue to be filled at a retail pharmacy. Effective June 1st, retail maintenance pharmacies will no longer be available. Maintenance medications and acute care medications ordered for more than 21 days must be filled **only** through ESI Home Delivery.

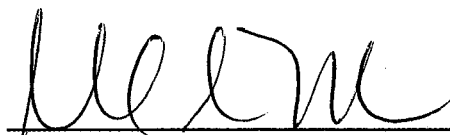
Attached please find Frequently Asked Questions (FAQs) to help answer some of the common questions regarding the implementation of the mandatory mail maintenance program. This FAQ contains answers to questions pertaining to co-payments, obtaining refills, filling new prescriptions and the need to obtain new prescriptions, new waivers or prior authorizations.

Your maintenance medication prescription must be submitted to ESI Home Delivery as follows:

- Your physician may fax it to ESI at 1-877-755-4676,
- Your physician may E-prescribe it to ESI, or
- If you would like to mail in your prescription, please call 1-800-950-2662 to obtain the "Pharmacy Prescription Order Form".

If you destroyed your EMHP I.D. card(s), which included the Express Scripts pharmacy information, you may print a new I.D. card by visiting Empire BlueCross website, www.empireblue.com or you may request a new card by calling 1-800-939-7515.

Should you have questions on the above benefits, please contact the Employee Benefits Unit, Department of Civil Service/Human Resources via e-mail (ebu@suffolkcountyny.gov).



JENNIFER K. MCNAMARA
Acting Director of Labor Relations

Distribution:

One copy per employee/retiree

FREQUENTLY ASKED QUESTIONS

HOME DELIVERY THROUGH EXPRESS SCRIPTS PHARMACY

(Mandatory Mail Order/ESI Home Delivery)

Q. How does ESI Home Delivery work?

A. ESI Home Delivery process:

- Your prescription order enters ESI processing system.
- A pharmacist reviews your dosage and checks for drug interactions and allergies.
- For added safety, another pharmacist double checks your order for accuracy after it is dispensed.
- For security, ESI mails your medications in a plain, tamper-evident package.

Q. How do I get started with ESI Home Delivery?

A. To begin ESI Home Delivery:

- You can call a toll-free number 1-800-950-2662 and talk to a Prescription Benefit Specialist who will help you get started at mail.
- Sign in at Express-Scripts.com/StartHD and select “Transfer Your Retail Prescriptions” to get started and Express Scripts will do the rest.
- You can have your doctor e-Prescribe your prescription.
- If you would like to mail in your prescription, please call the toll-free number 1-800-950-2662.

Q. Do I need to set up an account to begin ESI Home Delivery?

A. You do not have to set up an account with ESI, but it is recommended so you can see your prescription ordering information, follow your prescription processing and order refills, etc.

- To register at the ESI website, please visit www.express-scripts.com.
- Call ESI, at 1-800-950-2662 and one of their customer service advocates can assist you.

Q. What is a maintenance medication?

A. Maintenance medications are prescription medications which are taken for chronic conditions and are prescribed for more than a 21-day supply. Examples of maintenance medications are drugs for the treatment of hypertension, heart disease and diabetes.

Q. What is my co-payment for maintenance medications through the ESI Home Delivery?

A. The ESI Home Delivery co-payments remain unchanged and are:

- Generic Drugs \$ 5.00
- Preferred Brand Drugs \$20.00
- Non-Preferred Brand Drugs \$55.00

Q. What is my co-payment for the acute medications at a retail pharmacy?

A. The co-payments for acute medications remain unchanged and are:

- Generic Drugs \$ 5.00
- Preferred Brand Drugs \$15.00
- Non-Preferred Brand Drugs \$30.00

Q. How do I submit my prescriptions for ESI Home Delivery?

- A. Prescriptions may be submitted for ESI Home Delivery as follows:
- Your physician may fax it to ESI 1-877-755-4676.
 - Your physician may e-Prescribe it to ESI.
 - You can mail your script to ESI using a “Pharmacy Prescription Order Form”.

Q. How can I pay for my mail order prescriptions?

- A. You can pay by credit card or by check. Please include your credit card information on the Pharmacy Prescription Order Form or you may enclose a check with your order. You may contact ESI Customer Service at 1-800-950-2662 to obtain the cost of your medications.

Q. Can I still use a retail pharmacy?

- A. You can continue to use your retail pharmacy to fill acute medications such as antibiotics for up to a 21-day supply **only**. Maintenance medications and acute care medications ordered for more than 21 days **must** be filled through ESI Home Delivery. Effective June 1, 2013, there will no longer be “retail maintenance pharmacies” in the ESI pharmacy network offered to EMHP members.

Q. If I am currently receiving medications through ESI Home Delivery, do I have to do anything additional in order to ensure that I continue to receive my medications?

- A. No, you are already set up with ESI Home Delivery.

Q. If I am currently receiving maintenance medications at a retail maintenance pharmacy, will I need to obtain a new prescription from my physician?

- A. Yes, you will need to contact your physician and obtain a new prescription even if you have remaining refills. Your physician can electronically submit this prescription to ESI via fax or e-Prescribe. You may also use a “Pharmacy Prescription Order Form”. You also have an option of having Express Scripts contact your physician for you if you call customer service at 1-800-950-2662 or sign up via the web, www.express-scripts.com

Q. Will my current prior authorization on file with ESI transfer over to ESI Home Delivery?

- A. Yes, all current Prior Authorizations will apply to ESI Home Delivery.

Q. If I currently have a waiver on file with ESI will it continue to be in effect?

- A. Yes, your waiver is still in effect. Prior to the expiration of your waiver, ESI will notify you that a new waiver form must be submitted for review and approval.

Q. Can controlled substances be obtained through ESI Home Delivery?

- A. If the controlled substance is also a maintenance medication product, it is available through ESI. Please call ESI to speak with a customer service advocate if you are concerned about your specific medications.

Q. Will specialty medications be handled through ESI Home Delivery?

- A. Yes, Specialty medications will be handled through **ESI Home Delivery**.

Q. If I choose not to use mail order, may I continue to receive a 21-day script at retail indefinitely?

A. No, all maintenance medications **must** be filled through the ESI Home Delivery. If you continue to use retail, you may be responsible for the full cost of your prescription.

Q. If I am taking maintenance medication that is being regulated until the dosage is right, would I be able to fill at retail until medication is regulated?

A. No, you will **only** receive a 21-day supply at the applicable retail co-pay.

Q. When will my mail order prescription arrive?

A. Please allow 10-14 days for the delivery of your medication. Please ensure you have a sufficient day supply on hand prior to placing your order through mail.

Q. Will I have to pay for the shipping charges for my medications through the mail?

A. No. You are only responsible for the applicable co-payment.

Q. Can my medication be shipped overnight?

A. Yes. However, if you have requested that your medication be shipped overnight, you will be responsible for delivery service charges.

Q. Can my medication be shipped to a different address?

A. Yes. Express Scripts can accept updates for mail order processing. Note: If you temporarily change your address for your ESI Home Delivery medications (i.e. snowbirds), don't forget to change it back when you return to your permanent home.

Q. Does ESI coordinate benefits with Medicaid if a dependent is Medicaid eligible?

A. No, the member would have to submit for reimbursement directly with Medicaid.

Q. My Medicare Part B mail prescriptions are currently processed through Nation's Health. How will these scripts be processed on and after June 1st?

A. For information regarding Medicare Part B prescriptions, please contact ESI at 1-800-950-2662.

Q. How can I access ESI's website?

A. You can access the ESI website, through the EMHP website, www.emhp.org, or by going directly to ESI's website, www.express-scripts.com. ESI's website is easy to use and offers a fast, safe and secure way to refill ESI Home Delivery prescriptions, manage your account, and get drug pricing and more. Once you register, you can visit ESI's website anytime to use these and other great tools:

- **Medication Reminders** – sign up and get text messages (text messaging only available on the mobile app) and emails that remind you to refill and take your medications. Plus, their new online refill calendar gives you, family members and caregivers helpful alerts.
- **Medicine Cabinet** – open up your virtual medicine cabinet to see the status of your prescriptions, review past orders and list any over-the-counter drugs you take.
- **Claims History** – view your prescription claims processed by ESI.

Q. Can I access Express Scripts website from a mobile device?

A. Once you have registered on the website, there is also a mobile application for your smart phone. You can download this free application by searching for Express Scripts through your App Store.

Q. I am concerned that my medication may be affected by temperature extremes if it sits in my mailbox while I'm at work. How do I know my medication will be effective?

A. Typically, short exposure to temperature or humidity fluctuations should not affect your medication. A government agency studied the effect of temperature changes on the quality of medication at mail order and concluded that even when temperature and humidity fluctuations occurred during shipment the products still met their quality standards.

Q. Can my medications be delivered to a P. O. Box?

A. Although delivery can be made to a P.O. Box, it is preferable to provide ESI with a street address for delivery.

Temperature sensitive and narcotics delivered to a P.O. Box require PIC/DPP approval before they can be delivered to a P.O. Box and in some cases delivery would need to be scheduled with you ahead of time so you are made aware when the medication will be at your box. However, ESI will not be held responsible for damaged (e.g., temperature sensitive) orders if not picked up on the day of delivery.

For Specialty medications you will need to provide a physical address for delivery. Accredo, ESI's Specialty Pharmacy (formerly known as CuraScript), will not deliver to a PO Box.

UPS or Fed Ex deliveries require a street address.

Q. How are temperature-sensitive drugs protected during delivery?

A. The Express Scripts Home Delivery Pharmacy uses special packaging and cooling packs for handling and shipping refrigerated prescription drugs. These processes maintain temperature within the range approved in the product's labeling. ESI also adjusts for current and forecasted climate conditions, as well as the package destination.

Q. Can I obtain an emergency refill?

A. Yes, if you need help getting your medications due to an emergency or natural disaster, call ESI Customer Service at 1-800-950-2662. When allowed by EMHP, ESI can help you get an immediate refill.

Q. If I have questions, issues or just want to learn more about your prescription benefits, how can I contact ESI?

A. Website – www.express-scripts.com

Customer Service & Mail Service Pharmacy – 1-800-950-2662

(For general benefit information as well as mail service refills, order information, or to talk with a pharmacist)