



Transitioning to Express Scripts Frequently Asked Questions

This document will address the most common questions asked regarding transitioning prescription benefits to Express Scripts.

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GENERAL INFORMATION

Q: Why is SAMBA changing to Express Scripts?

A: The contract with CVS/Caremark will expire on December 31, 2015. Consequently, SAMBA conducted a competitive bidding process to select a pharmacy benefit manager (PBM) for the 2016 Plan. Express Scripts was awarded a three year contract based on their ability to offer: Superior customer service; competitive pricing; an extensive retail network (over 68,000 retail pharmacies); their Smart90 program (over 29,000 retail pharmacies) that allows purchase of a 90-day supply of medications; along with their home delivery pharmacy capabilities.

Q: When do we become active with Express Scripts?

A: Effective **January 1, 2016** Express Scripts will become the Plan’s PBM.

Q: Will there be new member ID cards?

A: Yes, you will receive a welcome package from Express Scripts in December that will include ID cards for you and any eligible dependents. The new ID cards will display the Express Scripts logo and will serve as both your medical and pharmacy ID card. Beginning **January 1, 2016** please show your new member ID card to your medical providers and pharmacists when receiving medical care or filling a prescription.

PHARMACY COVERAGE

Q: Will my pharmacy benefit copayments change next year?

A: Although there is no change in the prescription benefit, our formulary of preferred drugs will change to the Express Scripts National Preferred Formulary. Some copayments may change if a particular drug is not on the Express Scripts National Preferred Formulary.

Q: Will there be changes to my Plan's list of preferred drugs?

A: Yes, effective **January 1, 2016** your Plan's formulary (a list of preferred medications) will change to the Express Scripts National Preferred Formulary. As a result, some preferred medications will become non-preferred, and vice versa. Prior to **January 1, 2016** use the following link www.Express-Scripts.com/SAMBA or call Express Scripts at 1-855-315-8527 to determine if a medication is on the Express Scripts formulary. Beginning **January 1, 2016**, you may also register at www.Express-Scripts.com to find out which medications are preferred. If you are taking a brand-name drug that is about to become non-preferred, you may want to talk to your doctor about a lower-cost option.

- **Preferred** (or formulary) medications are on the National Preferred Formulary and cost less than non-preferred medications. The National Preferred Formulary list of drugs is determined based on the advice of pharmacists and a group of independent doctors.
- **Non-preferred** (or non-formulary) medications are not on the list of recommended drugs and may cost you more.

Q: Are there any medications that are not covered?

A: Some medications may no longer be covered when there are similar safe and effective alternatives. Please review the enclosed National Preferred Formulary for excluded medications with covered preferred alternatives.

Q: How do I maximize my prescription drug coverage benefits?

A: The following will help to maximize your prescription drug coverage benefits:

- Use generic drugs whenever possible.
- If you are taking a brand-name drug that is **not** on the National Preferred Formulary, ask your doctor if a formulary drug or a generic would be right for you.
- Use Express Scripts Home Delivery Service or Smart90 program for maintenance medications. Maintenance medications are prescription drugs that you take regularly to treat ongoing conditions like diabetes, high blood pressure and asthma.
- Use participating local pharmacies to fill your short-term prescriptions. For example, your doctor might prescribe a 15-day medication for an infection. You should always get these types of medications from a participating local pharmacy.

REFILL TRANSFER INFORMATION

Q: Will I need to obtain a new prescription?

A: If you have refills remaining with your CVS/Caremark Home Delivery pharmacy, then in most cases you will not need to get a new prescription. Your remaining Home Delivery refills should transfer automatically to the Express Scripts Pharmacy. Once the refills have been transferred to Express Scripts (shortly after **January 1, 2016**), you'll be able to refill your Home Delivery prescriptions online, by phone or by mail.

If you need a refill before **December 18, 2015**, please refill your prescription through CVS/Caremark. If you find that any remaining refills have not transferred to the Express Scripts Pharmacy after **January 15, 2016**, please call Express Scripts Customer Service at 1-855-315-8527.

Q: Will refills for controlled substances and compound medication be transferred to Express Scripts?

A: No. Open refills for controlled substances (i.e., Oxycodone, Fentanyl, and Vicodin) and compounded medications will not be transferred. If you take a controlled substance or compounded medications, you must get a new prescription from your doctor.

Q: I currently use a specialty medication that I get through the mail. How do I continue to fill my specialty prescription?

A: If you have remaining refills, CVS/Caremark specialty pharmacy will transfer those refills to Accredo, the Express Scripts specialty pharmacy. If you are due a refill within the first few days in 2016, please request a refill from CVS/Caremark at least 2 weeks before your supply runs out.

If you do not have remaining refills for your prescriptions with CVS/Caremark, ask your doctor for new prescriptions. Provide your doctor with your Express Scripts ID number (shown on your member ID card). Your doctor can either call or fax your prescription to Accredo on or after **January 1, 2016**. (Only your doctor can fax prescriptions.) An Accredo patient-care representative will work with your doctor to help make the transition smooth for you and will call you back to arrange for delivery of your medications on a day that is convenient for you.

HOME DELIVERY

Q: What is the Express Scripts Pharmacy Home Delivery service?

A: The Express Scripts Pharmacy Home Delivery is a mail order service available as part of your **SAMBA Federal Health Plan**, effective **January 1, 2016**.

Q: How can I start using the Express Scripts Pharmacy Home Delivery service?

A: To get started using the Express Scripts Pharmacy for medications you take on an ongoing basis, ask your doctor to write a prescription for up to a 90-day supply, plus refills for up to 1 year (as appropriate). To fill the prescription, you may:

- Mail your prescription(s) along with the required copayment in the envelope provided with your Welcome Package.
- After **January 1, 2016**, call Express Scripts toll-free at 1-855-315-8527. You will need to have your prescription number handy when you call.
- After **January 1, 2016**, order through the Express Scripts web site after registering at www.Express-Scripts.com.

Q: Is there an additional charge for shipping and handling with Home Delivery?

A: Medications are shipped via standard service at no cost to you. Express shipping is also available for an additional fee.

Q: How soon will I receive my Home Delivery prescription, and how can I check the status of my order?

A: Orders are usually processed and mailed within 48 hours of receipt. Please allow 8 days from the day you mail in your prescription. After **January 1, 2016**, you can check on the status of your order by logging on to www.Express-Scripts.com. Or you can call Express Scripts Customer Service at 1-855-315-8527 and use the automated system. If you're a first-time visitor to the web site, take a moment to register. Have your member ID number handy.

Q: How do I pay for my Home Delivery prescriptions?

A: You can pay by check, e-check (see below for additional information), money order or credit card. If you prefer to use a credit card, you have the option of joining Express Scripts' automatic payment program by calling 1-800-948-8779 or by enrolling online beginning **January 1, 2016**. If you currently use a credit card for your Home Delivery prescriptions, you'll need to contact Express Scripts with your credit card information, as this information can't be transferred.

E-check is another term for electronic fund transfer. When you pay for Home Delivery prescriptions with e-check, your copayments are conveniently deducted from your checking account. There's a 10-day grace period between the time your order is sent and when the amount is deducted from the assigned checking account. (The amount that is being deducted will be included in the prescription information that accompanies your order.)

SMART90

Q: What is Smart90?

A: It's a feature of your prescription benefit, managed by Express Scripts. With it, you have two ways to get up to a 90-day supply of your long-term maintenance medications (those drugs you take regularly for ongoing conditions). You can conveniently fill those prescriptions either through home delivery from the Express Scripts Pharmacy or at a retail pharmacy in the Smart90 network.

To locate a Smart90 network pharmacy prior to January 1, 2016, visit www.Express-Scripts.com/SAMBA and click the Open Season Information link. Select a plan option and "Find a Local Pharmacy" or call Express Scripts at 1-855-315-8527.

Please note: CVS and Walgreens are not in the Smart90 Network.

Q: How do I transfer my prescriptions from a CVS retail store to a Smart90 network pharmacy?

A: After January 1, 2016, contact your CVS retail store and ask them to transfer your prescription(s) to a Smart90 network pharmacy of your choice.

PRIOR AUTHORIZATIONS

Q: What is a coverage review or prior authorization?

A: SAMBA Federal Health Plan uses coverage management programs to help ensure you receive the prescription drugs you need at a reasonable cost. Coverage management programs include prior authorization, step therapy and quantity duration. Each program is administered by Express Scripts to determine whether your use of certain medications meets your Plan's conditions of coverage. In some cases, a coverage review may be necessary to determine whether a prescription can be covered under your Plan.

On or after **January 1, 2016**, if your prescription requires prior authorization, you or your doctor can initiate the prior authorization review by calling Express Scripts at 1-855-315-8527. Express Scripts will inform you and your doctor in writing of the coverage decision.

Q: Will my Prior Authorization (PA) information transfer to Express Scripts?

A: Your Prior Authorization (PA) records will be entered into the Express Scripts system, unless your prior PAs have recently expired. If the PA is no longer valid, your doctor can submit a request for a new PA to Express Scripts.

Q: Can I find out ahead of time if a medication may need a coverage review?

A: Yes. Starting **November 1, 2015**, you can visit www.Express-Scripts.com/SAMBA. Click "Open Season Information" and select a plan option. Click "Compare prescription medication cost." After you look up a medication's name, a "Coverage alert" will appear if a review is needed. Or you can call Express Scripts Customer Service at 1-855-315-8527.