



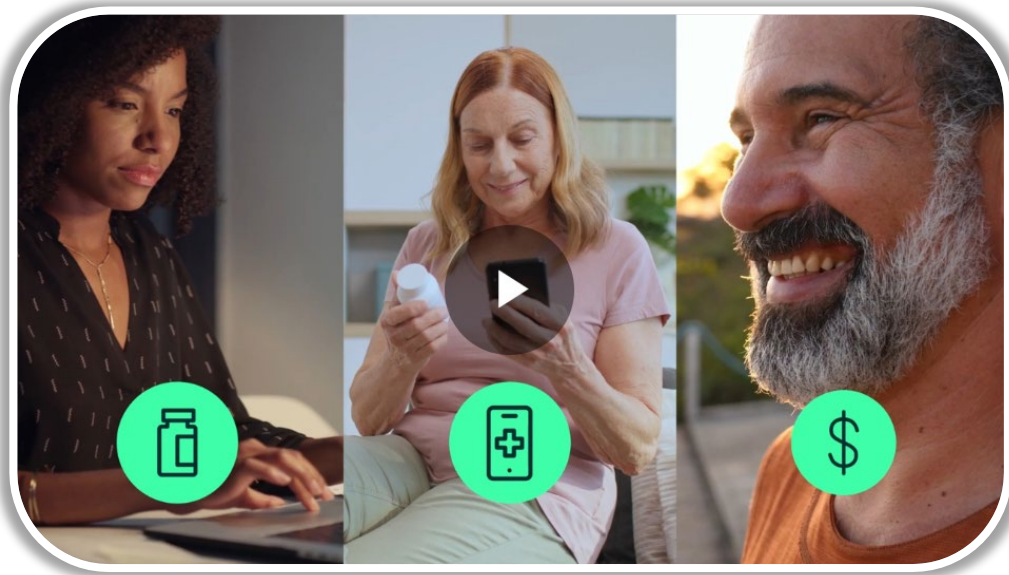
Member Portal User Guide

This digital account user guide will help you get the most out of your prescription benefit, by helping you navigate and understand how to register, log in to and use express-scripts.com.

What's included in this user guide? Simple answer: a lot! Get started by checking out a quick video about Express Scripts by Evernorth® and a few of our flyers, which highlight a variety of digital account features like 24/7 access to your prescription ID card and proactive, personalized money savings recommendations you can take advantage of at all hours of the day or night!

Then scroll down to our Table of Contents (or [click here](#) to jump to that section) to see a full list of the digital account features available to you on express-scripts.com and how to use those features. Need a user guide for our mobile app? Click [here](#).

START HERE: Who We Are Video



At Express Scripts, we are your trusted personal advocate, working to help support your well-being, simplify your prescription benefit experience, and help you get the most out of your benefit, so you can stress less, and save more.

Want to learn more? [This explains](#) who we are as Express Scripts by Evernorth.

Register With Express Scripts

Express Scripts
By EVERNORTH

Go digital

For fast, simple and secure access to your prescription benefits

Resources right within reach

All Express Scripts by Evernorth® help you get the right medication for the lowest possible price. Get anywhere, anytime access to your pharmacy benefits with an online account. **Create your account today by registering online – in just 5 clicks and 2 minutes – or through our mobile app.** Then use both to manage your medications 24/7.

Express Scripts' brand evolution

We are rebranding our services to more closely link to Evernorth Health Services® – a health services organization designed to make the system and people better. Express Scripts is Evernorth's pharmacy benefit service and will continue to help you stress less and save more on your prescription medications.

New look, same trusted service

The brand changes update our look and feel, including our logo and colors. While our branding is evolving, our commitment to serving you never wavers. These changes will not impact the exceptional care or service that you receive now or in the future. We will continue to deliver access to the very best care at the very best value to those we serve.

Ready to create your online account with Express Scripts?

Visit express-scripts.com or scan the QR code to learn more about pharmacy benefits you can depend on, for everyone who depends on you.

Express Scripts
By EVERNORTH

Create your online account, empowering you to easily manage your prescriptions anytime, anywhere

Review Important Pharmacy & Medication Information

Rx and claims history

Right within reach.

Review important pharmacy info all together in one place. Check the price of a medication before and during a doctor's visit. It's all possible with an online account at express-scripts.com.

Access it anytime, anywhere along with other pharmacy benefits.

Express Scripts
By EVERNORTH

By creating your online account, you can easily keep track of your prescriptions and claims history

Keep Your Pharmacy Benefits Right Within Reach

Right within reach.

Get anywhere, anytime access to your pharmacy benefits with an online account at express-scripts.com.

- Can't-lose-it digital ID card**
Keep it on you 24/7. Download it to your phone, print a copy or do both.
- Money-saving recommendations**
Don't pay more than necessary. Get the right medication, supply and pharmacy.
- Rx and claims history**
Review past interactions. Check status of a medication.
- Coverage review updates**
Check status of a medication in the process.

Fast, simple and only three steps.

- 1 Click the Register button at the top of the page.
- 2 Answer a few simple questions.
- 3 Click one last time to create your account.

Need more help?
Ask your HR representative for a detailed user guide.

Create yours today with Express Scripts by Evernorth®, your AM/PM PBM.

Visit express-scripts.com or scan the QR code.

Express Scripts
By EVERNORTH

What you have access to when you register and login, right at your fingertips

Check Your Coverage Review Status

Coverage review updates

Right within reach.

Does a medication need to be reviewed before you receive it? Check its status with an online account at express-scripts.com.

Access updates anytime, anywhere along with other pharmacy benefits.

Express Scripts
By EVERNORTH

If your medication needs a coverage review before you receive it, you can track it by creating an online account

Get Your Prescription Delivered to Your Door

Conveniently get your prescriptions delivered directly to your door, saving you time and ensuring you never miss a dose (for members with home delivery included in their benefit)

Can't-Lose-It Digital ID Card

Keep your digital ID card right within reach by creating your online account and downloading it to your mobile device

Get Anywhere, Anytime Access to Your Pharmacy Benefits

Keep all your pharmacy benefits in the palm of your hand by creating your online account

Money-saving Recommendations

By creating your online account, we can help you get the right medication from recommended pharmacies in your plan for the lowest possible price

Create Your Account. Stress Less. Save More.



Express Scripts
by EVERNORTH

Keep your pharmacy benefits right within reach

As the leader in pharmacy benefit services, we're dedicated to helping you get the right medication for you, for the lowest possible price. With a refreshed brand identity, Express Scripts by Evernorth® remains committed to delivering exceptional pharmacy care so you can stress less and save more. Visit [express-scripts.com](https://www.express-scripts.com) to learn more about how we provide pharmacy benefits you can depend on.

Step 1—Create Your Account Now

Activate your powerful personal account in just 3 clicks and 2 minutes! Visit [express-scripts.com](https://www.express-scripts.com) and click the Register button at the top of the page to get started. Or simply scan the QR code below.

An online account provides you with:

- Can't-loose-it digital ID card. Keep it on you 24/7. Download it to your phone, print a copy or do both. You can even save your ID card to your mobile wallet.
- Money-saving recommendations. Don't pay more than you have to. Use our free dashboard to get the right medication, supplier and plan-preferred, in-network pharmacy for you.
- Rx and claims history. Review your past interactions all in one place.
- Coverage review updates. Before a doctor prescribes a medication, find out if it needs coverage review like prior authorization and check the status of an in-process review.
- Easy management of your home delivery prescriptions. Enroll in home delivery from Express Scripts Pharmacy, check medication order status, refill and renew prescriptions and enroll in automatic refills.
- Helpful tools to provide the right care, at the right time and the right price.
 - * Reminders to take your medication and sign up for text so you never miss an opportunity to save.

Step 2—Stress Less

Ask your doctor if a 3-month supply is an option vs. a 1-month supply of your medication. Then request that your doctor send your 3-month prescription to Express Scripts Pharmacy by Evernorth® for home delivery to save you even more.

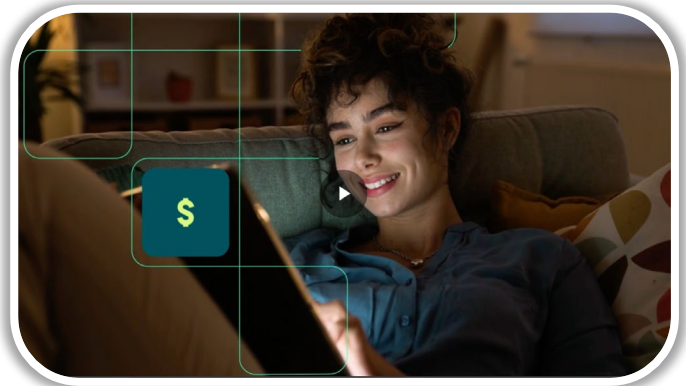
You can also:

- Transfer an existing prescription to home delivery by clicking Add to Cart
- For new prescriptions, you have three options:
 - Ask your doctor to send it to Express Scripts Pharmacy
 - Click the Request an Rx link on the online dashboard and we'll contact your doctor for you
 - Or print a home delivery form by selecting Forms under Benefits, then follow the mailing instructions

Create your digital account today to get all this information in one place! For coverage concerns or health conditions, call the Member Services number on your digital ID card.



Helping You Save More. Just Like That.



Set up your online account and take control of your pharmacy benefits. With a quick scan of the QR code or visit to our website, you'll unlock convenient tools to make your pharmacy experience easier and more affordable.

Save on medications with our digital tools, personalized options, and constant support. With just a few simple steps, you can make decisions to lower your costs and make managing your medications effortless – just like that!

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

© 2025 EVERNORTH HEALTH SERVICES. ALL RIGHTS RESERVED. CRP1430602A

TABLE OF CONTENTS

- GET THE MOST OUT OF THIS GUIDE6
- HOW TO REGISTER7
- MEMBER DASHBOARD10
- MEMBER DASHBOARD: AVOID PAYING MORE11
- ORDER HISTORY15
- CLAIMS HISTORY16
- PRICE A MEDICATION17
- CHECK COVERAGE19
- AUTOMATIC REFILLS21
- FIND A PHARMACY22
- PHARMACY OPTIONS24
- PRIOR AUTHORIZATIONS25
- NEW PRESCRIPTIONS27
- REFILL A PRESCRIPTION29
- BENEFITS OVERVIEW30
- PLAN BALANCES31
- FORMS32
- PROFILE33
- TWO-STEP VERIFICATION34
- HEALTH PROFILE35
- PAY A BILL36
- PAYMENT AND INVOICE HISTORY37
- PAYMENT METHODS38
- ADDRESSES40
- ID CARD: PRE-BENEFIT41
- ID CARD42
- MANAGE FAMILY ACCESS43
- COMMUNICATION PREFERENCES44
- ADD A CAREGIVER46
- MESSAGES48
- FAQS & CONTACT US49



GET THE MOST OUT OF THIS GUIDE

We know health care can be overwhelming.

As your pharmacy benefit manager, Express Scripts by Evernorth® helps you stress less and save more. We take care of you, so you can focus on what really matters. Your family, friends and colleagues count on you to be there for them, and that's why Express Scripts is here for you.

Have your pharmacy benefits right within reach.

Access important pharmacy benefits information anywhere, anytime with an online account at express-scripts.com.

- Can't-lose-it digital ID card. Keep your ID card on you 24/7 with an online account at express-scripts.com. Download it to your phone, print a copy or do both.
- Money-saving recommendations. Don't pay more than you need to for your medication. Log in and check money-saving recommendations as soon as your doctor prescribes your medication, so you can get the right medication, supply and pharmacy for you.
- Prescription and claims history. Review important pharmacy info all together in one place. Check the price of a medication before and during a doctor's visit. It's all possible with an online account at express-scripts.com.
- Coverage review updates. Does a medication need to be reviewed before you receive it? Check its status with an online account at express-scripts.com.

We are committed to meeting the needs of all members using our digital tools and resources, including those with accessibility needs such as, but not limited to, vision, hearing, cognitive or physical disabilities. Please learn more about how Express Scripts by Evernorth is a champion for accessibility at express-scripts.com/accessibility.

While this guide is an expansive look into the website, we recommend registering or logging in to explore your own pharmacy benefits. Some features may vary based on your benefit.

Create your online account today with Express Scripts, your AM/PM/PBM. Visit express-scripts.com or scan the QR code below.



Note: The website is subject to change at any time. Not all features listed in this guide are available for all plans; check express-scripts.com for your prescription plan when your coverage begins. For specific questions about your coverage, please click the Contact Us link on the dashboard after logging in to the website.

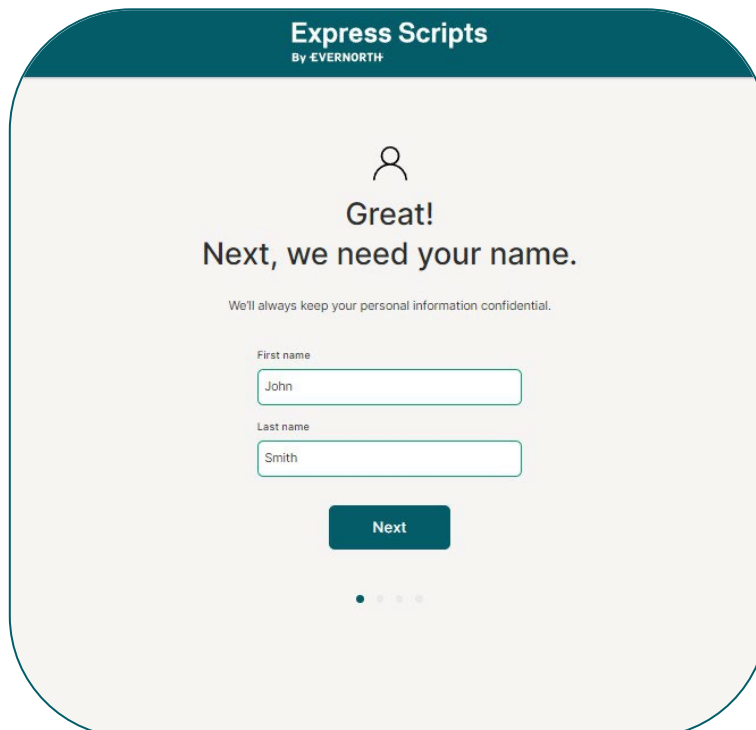
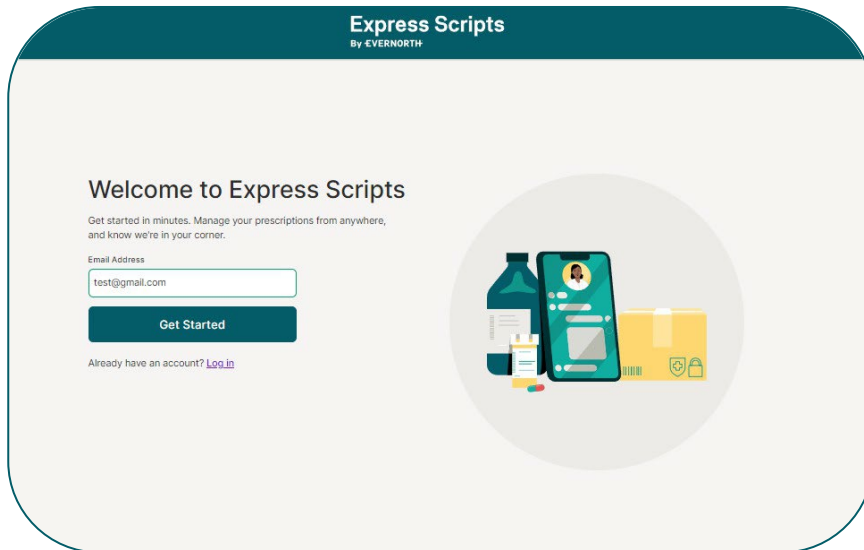
[Return to Table of Contents](#)



HOW TO REGISTER

After visiting express-scripts.com or scanning the QR code above, you can register your account in just a few easy steps.


- Click Register in the top right-hand corner or Register Now at the bottom of the home page
- Input your email address and click Get Started
- Submit your first name and last name, then click Next
- Then type your date of birth and ZIP code and click Next
- Choose and confirm your password according to the minimum password requirements
- Finally, connect your prescription benefit by inputting your member ID or prescription number



[Return to Table of Contents](#)



Express Scripts
By EVERNORTH



Thanks, John.
Now, tell us a little about yourself.


We'll use this information to help confirm your identity. Please know we keep your information secure and never share it with other parties.

Date of birth

ZIP Code

• • •

Express Scripts
By EVERNORTH



It's getting official.
Let's set your password.

You will use test@gmail.com as your username when you log in.

New Password

Minimum password requirements

- ✓ Password must be 8-127 characters
- ✓ Password must contain lowercase letter
- ✓ Password must contain uppercase letter
- ✓ Password must contain a number (0-9)
- ✓ Password must contain a special character (!@#%*&*)
- ✓ Password must not contain your first name, last name, or any part of your username

Confirm New Password

I have read and accept the [Terms of Use](#) and [Privacy Policy](#).

[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



Note: You can use a prescription number or Social Security number (SSN) in lieu of your member ID while registering. If you do not have your member ID, using the alternative methods will still allow your account to be linked to your prescription benefits.

[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

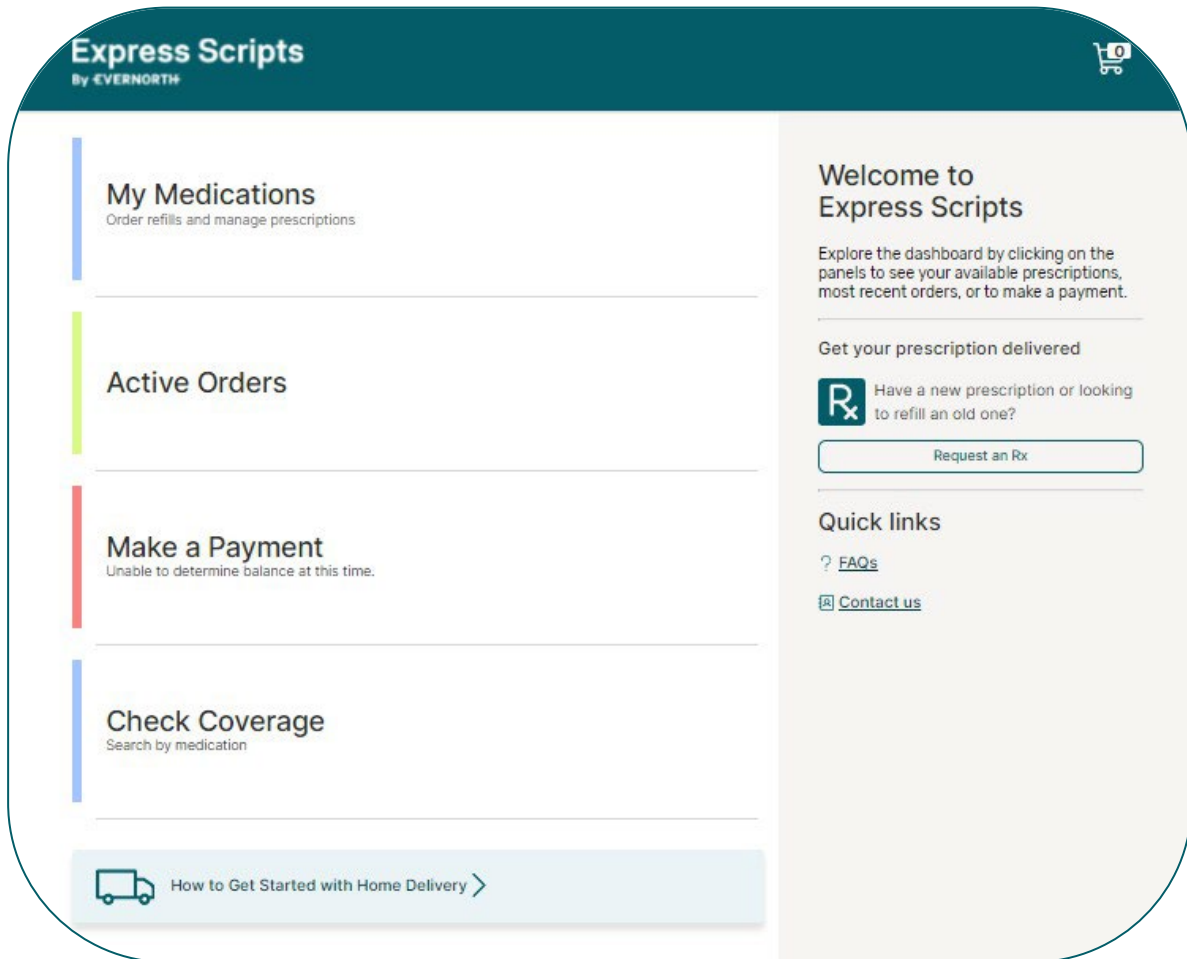
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

© 2025 EVERNORTH HEALTH SERVICES. ALL RIGHTS RESERVED. CRP1430602A



MEMBER DASHBOARD

The first page you see in the Member Portal is the Home page, also called the Member Dashboard. The Home page contains links to the features you will use most – including My Medications, Active Orders and Make a Payment. Return to the Home page at any time by clicking the Home link at the top left of the page.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

© 2025 EVERNORTH HEALTH SERVICES. ALL RIGHTS RESERVED. CRP1430602A

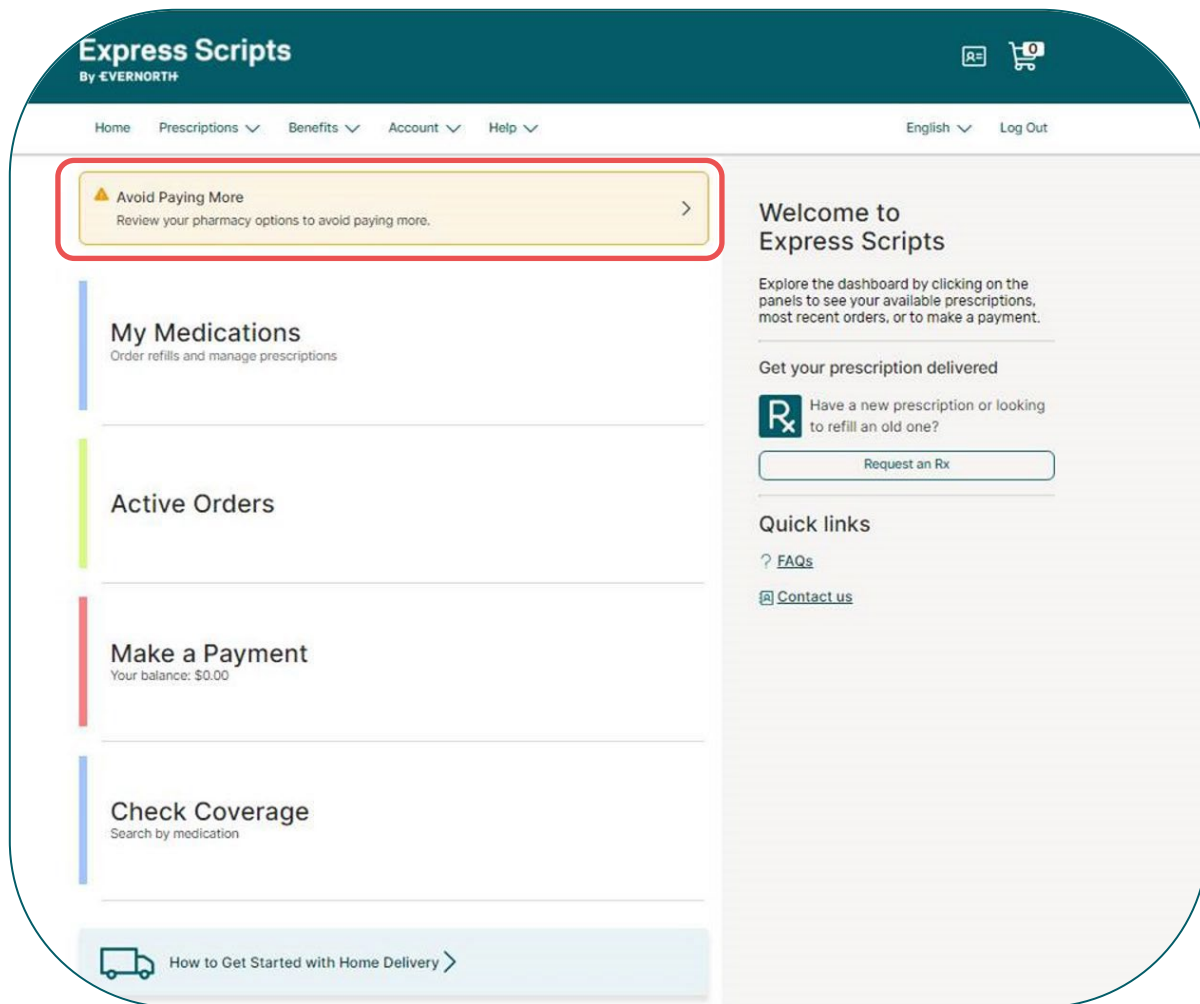


MEMBER DASHBOARD: AVOID PAYING MORE

Depending on the medications you take, you may have savings opportunities. We ensure that you receive the right medication and an appropriate days' supply at the right pharmacy aligned with your benefit plan. Explore savings opportunities by clicking the yellow Avoid Paying More widget and reviewing them. You can make decisions in accordance with recommendations like:

- Lowest-cost pharmacy
- Switching to a lower-cost generic equivalent medication
- Switching from a 1-month supply to a 3-month supply

Note: Clicking on any "Learn more" links on landing pages will open a pop-up window with helpful tips and information.





Express Scripts
By EVERNORTH

Prescription 1 of 4 Skip for now

Pay less a month

You have 0 courtesy fills left for this medication. [Learn more](#)

Rx Recent fill
06/27/2024

lamotrigine 100 mg
1-month supply | 30 tablets

Rx Walgreens
8374 Piney Orchard Pkwy
Odenton MD
\$0.00

(1994)

We recommend switching to:

- 3-month supply
- Express Scripts Pharmacy

This recommendation helps you pay less on your next fill.

[View Options](#)

[Terms of Use](#) [Privacy](#) [Notice of Privacy Practices](#) [Drug Recalls](#) [Disposal of Medications](#) [About Express Scripts](#) [Careers](#) [Help](#)

[discrimination Notice/Languages](#)

Express Scripts
By EVERNORTH

Home Prescriptions Benefits Account Help English Log Out

Skip for now

Switch to stay covered

You have 0 courtesy fills left for this medication. [Learn more](#)

Rx Recent fill
04/03/2024

Mounjaro 7.5 mg/
1-month supply | 1 pen injctr

Rx Marc'S
5123 Tuscarawas St W
Canton OH
\$25.00

(1986)

We recommend switching to:

- 3-month supply
- Maintenance pharmacy

This recommendation allows you to keep filling this medication under your plan.

[Select a Pharmacy](#)

[Terms of Use](#) [Privacy](#) [Notice of Privacy Practices](#) [Drug Recalls](#) [Disposal of Medications](#) [About Express Scripts](#) [Careers](#) [Help](#)

[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



Express Scripts
By EVERNORTH

Home Prescriptions Benefits Account Help English Log Out

< Back

Prescription Details

Medication
Mounjaro

Day's Supply
3-month supply

Showing 3 of 3 pharmacies for (1986) near 44702

<input checked="" type="radio"/> Express Scripts Pharmacy Home Delivery	\$60.00 Lowest cost
<input type="radio"/> Walgreens 1223 Cleveland Ave Nw, Canton, OH 44703-3101	\$60.00 Lowest cost
<input type="radio"/> Walgreens 4024 Fulton Dr Nw, Canton, OH 44718-2865	\$60.00 Lowest cost

Confirm Pharmacy

Prices may change based on your plan or the date we fill your prescription.
Want to know more about home delivery? [Learn more](#)
Not sure about paying for three months at a time? [Learn about monthly payments](#)

[Terms of Use](#) [Privacy](#) [Notice of Privacy Practices](#) [Drug Recalls](#) [Disposal of Medications](#) [About Express Scripts](#) [Careers](#) [Help](#)

Express Scripts
By EVERNORTH

Home Prescriptions Benefits Account Help English Log Out

Confirm Doctor Information

Please review your doctor's name and address to make sure they are correct. We'll use this information to confirm your prescription changes with your doctor.

Mounjaro 7.5 mg/0.5 - (1986)
Dr. Schield Wikas
4240 Munson St Nw, Canton, OH 44718
[Update doctor](#)

Review Selections

[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

© 2025 EVERNORTH HEALTH SERVICES. ALL RIGHTS RESERVED. CRP1430602A



The screenshot shows the 'Your Prescription Selections' page on the Express Scripts website. The page header includes the Express Scripts logo, navigation links (Home, Prescriptions, Benefits, Account, Help), and user options (English, Log Out). The main heading is 'Your Prescription Selections'. Below this, there is a section 'Save and print this form' with a note: 'Take this form to your pharmacy or doctor. This form is valid at any in-network pharmacy.' To the right, a 'Next Steps' box lists three instructions: 1. Save and print this form for your records. 2. Bring the form and your insurance card to your pharmacy or doctor. 3. Tell your pharmacist or doctor that you want to order a 3-month supply of your medication. A 'Save and Print' button is located at the bottom of the 'Next Steps' box. The main content area displays two columns of information: 'Walgreens' (1223 Cleveland Ave NW, Canton OH 44703-3101, (330) 453-4874) and 'Mounjaro 7.5 mg/ pen injctr' (3-month supply, Dr. Wikas (330) 492-2327, Date of Birth: 02/01/1986). A 'Member ID #' field is also visible. The footer contains various links: Terms of Use, Privacy, Notice of Privacy Practices, Drug Recalls, Disposal of Medications, About Express Scripts, Careers, and Help.

The screenshot shows the 'Cart (1 item)' page on the Express Scripts website. The page header is identical to the previous screenshot. The main heading is 'Cart (1 item)'. The cart contains one item: 'Mounjaro' (7.5 MG/0.5 | 4 qty | 90-day supply) priced at \$60.00. The item is associated with 'Dr. Schield Wikas Update Doctor' and 'Date of Birth: (02/01/1986)'. A 'Remove' button is next to the price. Below the item, there is a note: 'Switching to home delivery. We'll reach out to your doctor to send us a prescription.' To the right, an 'Order Summary' box shows: 1 item, Prescription Total: \$60.00, Shipping: --, and Estimated Total: \$60.00. A 'Proceed to Checkout' button is located at the bottom of the 'Order Summary' box. A 'Back to Top' link is at the bottom of the page.

[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

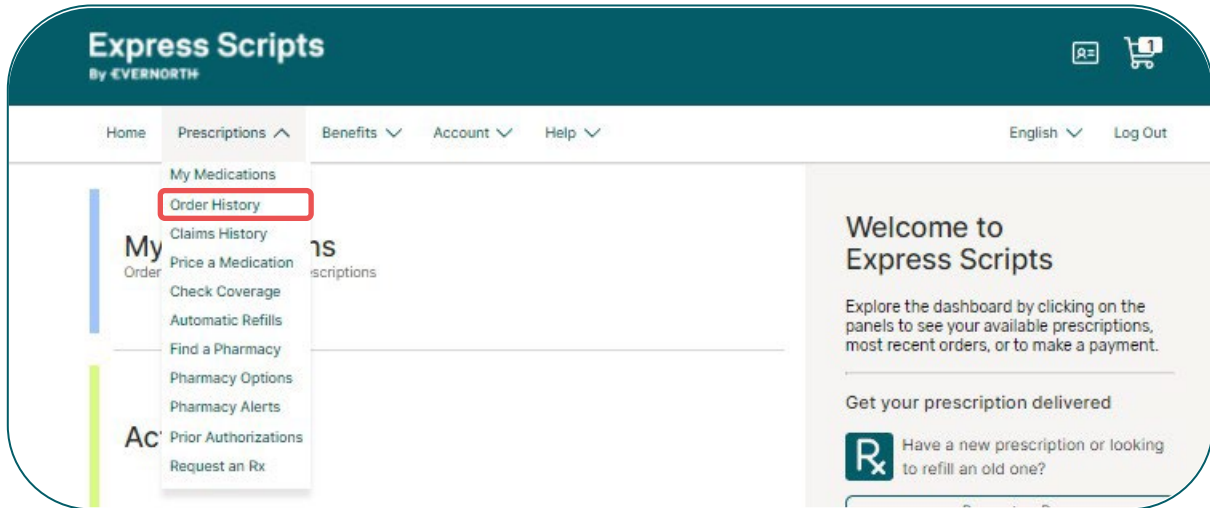
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



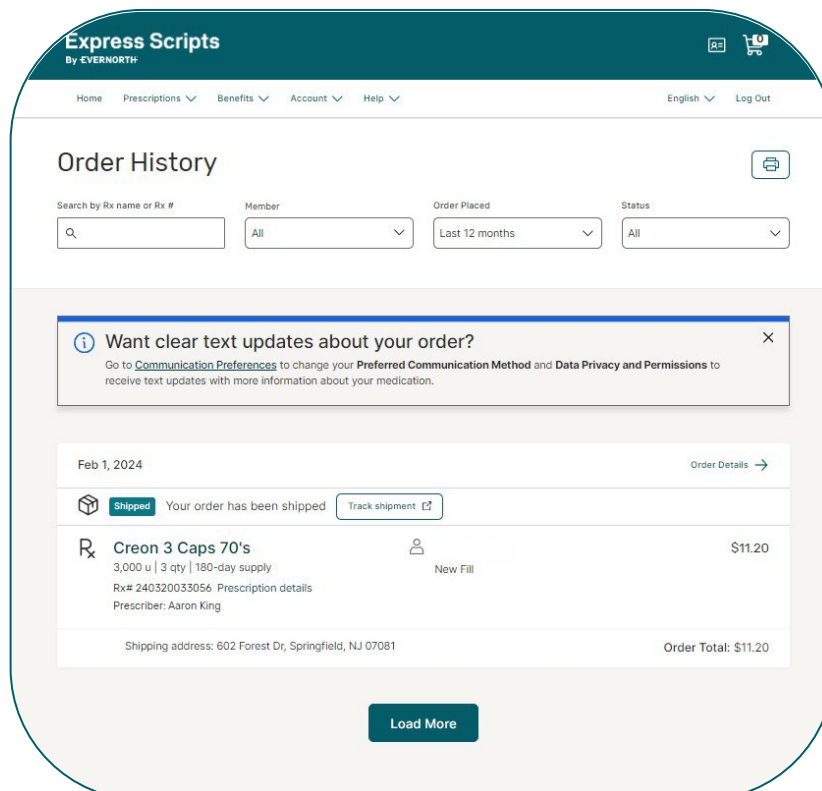
ORDER HISTORY

The Member Portal makes seeing your past orders easy! To find a searchable list of your full order history, follow these simple steps:

- Click on Prescriptions below the colored bar at the top.
- Click on Order History in the drop-down menu under Prescriptions.



If you need help narrowing your search, there are several filters along the top of the Order History page. You can use these filters to help you find the order you are looking for.



[Return to Table of Contents](#)

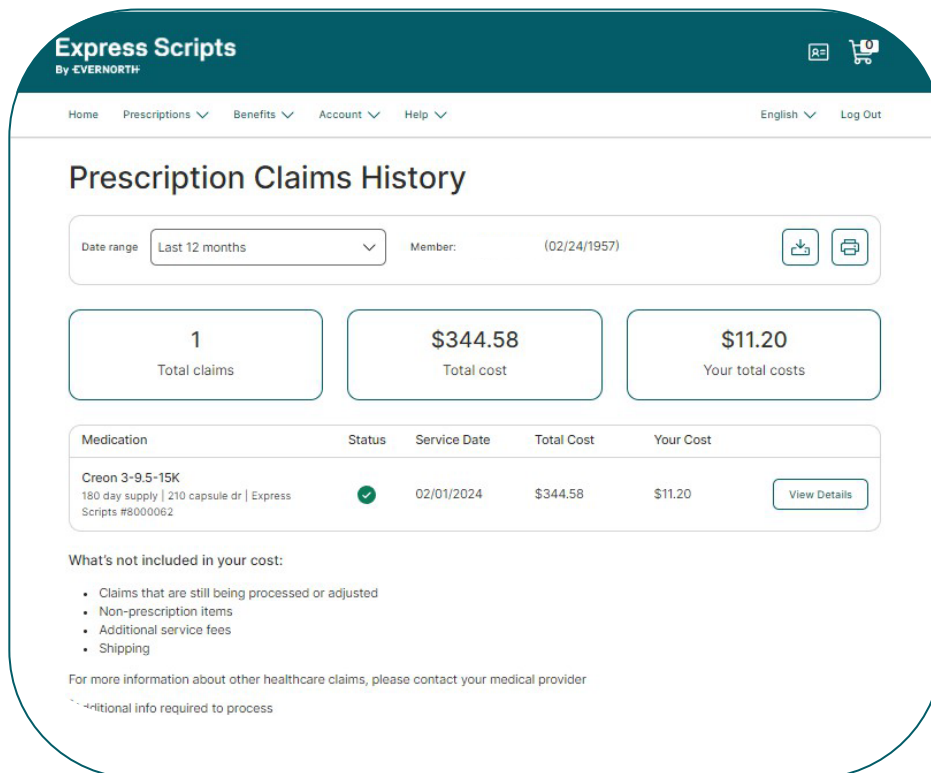
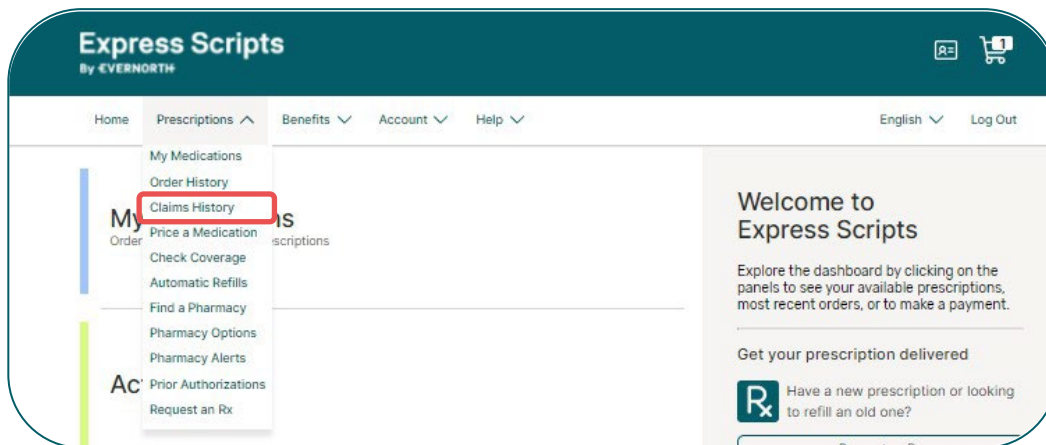


CLAIMS HISTORY

Our Claims History area can show you a list of all your current and past claim data. It also provides cost information for your prescriptions. You can also download a record of your prescription spending in one convenient spot.

To see a list of your claims history, follow these steps:

- Click on Prescriptions below the colored bar at the top.
- Click on Claims History in the drop-down menu under Prescriptions.
- To see more information about your claim or claim status, click on the View Details button to the right in the claim row.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

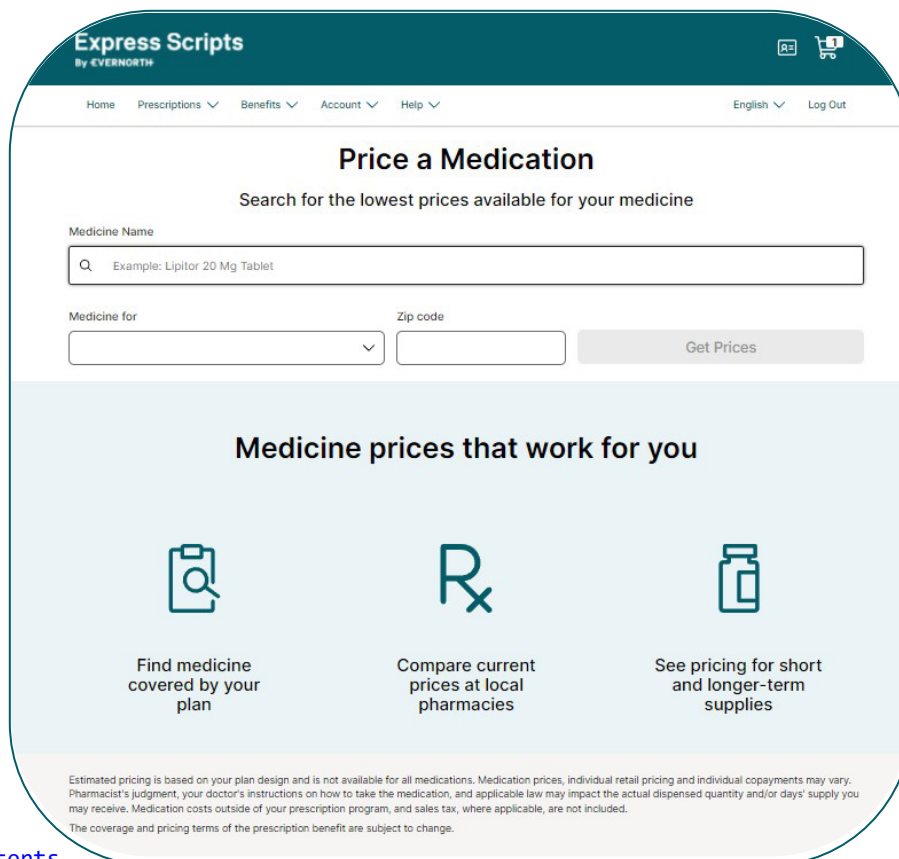
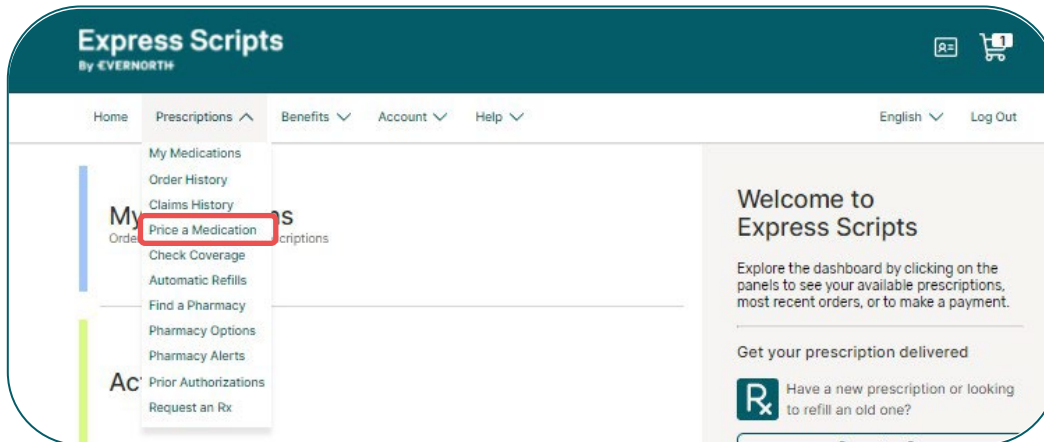
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



PRICE A MEDICATION

To search for a medication's price, follow these steps:

- Click on Prescriptions below the colored bar at the top.
- Click on Price a Medication in the drop-down menu under Prescriptions.
- Type the name of the medication into the Medicine Name field.
- Using the "Medicine for" menu, select the person on your plan who will be receiving the medication.
- Enter your ZIP code in the "Zip code" field.
- Click Get Prices to see the pricing information for the medication



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



Each medication you search for will have a details page. The details page lists pricing, coverage status and pharmacy contact information.

Express Scripts
By EVERNORTH

Home Prescriptions Benefits Account Help English Log Out

Medicine for [Start a new search](#)

Atorvastatin Calcium

Generic drug name for Lipitor

[Alternate drug options](#) | [Drug details](#)

Generic Brand

Dosage information

Medicine form	Medicine strength	I take or use	Frequency of use	
Tablet	20 Mg	1 each	Daily	Edit Details

Pricing results for Atorvastatin Calcium 20 Mg Tablet
Showing 6 of 26 pharmacies for 63150

Pharmacy	Coverage	1-month	3-month
 Home Delivery Pharmacy	✔ Covered	--- Not available	\$0.00 Price details
 Cvs #18070 315 N 9th St Saint Louis, MO 63101-1460 (314) 436-7491	⚠ Covered with limitations Limited Fills	\$0.00 Price details	\$0.00 Price details
 Genoa Healthcare 1430 Olive St Rm P Saint Louis, MO 63103-2360 (314) 338-3744	⚠ Covered with limitations Limited Fills	\$0.00 Price details	--- Not available
 Walgreens #11711 1530 Lafayette Ave Saint Louis, MO 63104-3323 (314) 678-1039	⚠ Covered with limitations Limited Fills	\$0.00 Price details	--- Not available

Three-month supply not available for all products in all states.

[Return to Table of Contents](#)

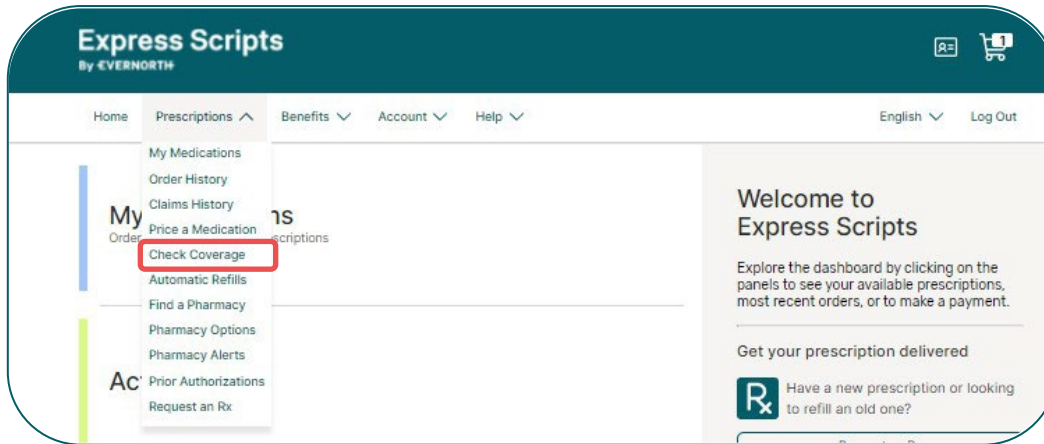
LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

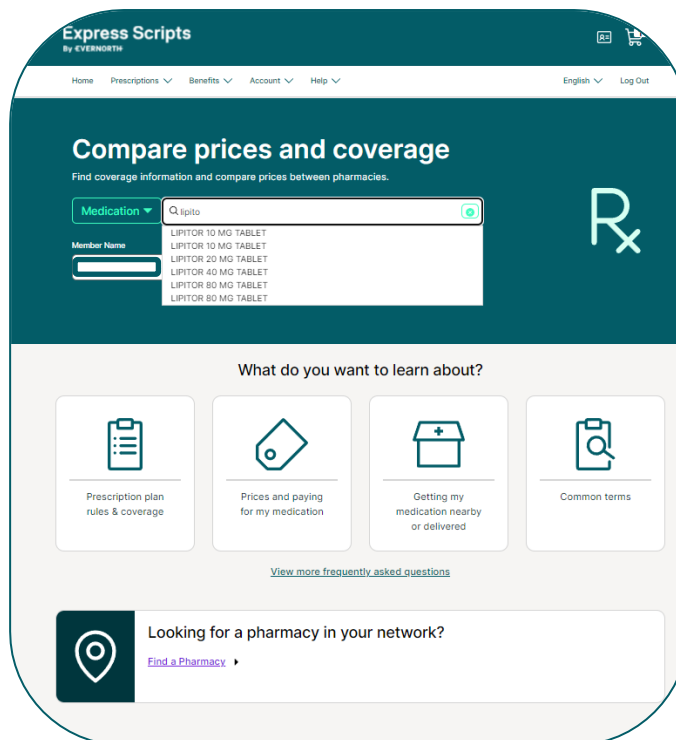


CHECK COVERAGE

Easily verify your coverage details for medications to ensure clarity and confidence in your medication and pharmacy decisions by clicking on Check Coverage in the Prescriptions drop-down menu.



On the landing page, start typing the name of your desired medication and select the appropriate one based on the predictive search feature.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



CHECK COVERAGE (CONTINUED)

Choose different medication forms, strengths, or alternatives if they are available. You can also get more information on the medication by clicking “Learn more.”

Express Scripts
By EVERNORTH

Home Prescriptions Benefits Account Help English Log Out

< Back to search

Lipitor

BRAND

Generic equivalent: [atorvastatin calcium](#)
Form: Tablet
Drug type: Antihyperlipidemic-Hmgcoa Reductase Inhibitors(Statins)

Atorvastatin is used along with a proper diet to help lower "bad" cholesterol and fats (such as LDL, triglycerides) and raise "good" cholesterol (HDL) in the blood. It belongs to a group of drugs known as "statins." It works by reducing the amount of cholesterol made by the liver. Lowering "bad" cholesterol and triglycerides and raising "good" cholesterol decreases the risk of heart disease and helps prevent strokes and heart attacks. In addition to eating a proper diet (such as a low-cholesterol/low-fat diet), other lifestyle changes that may help this medication work better include exercising, losing weight if overweight, and stopping smoking. Consult your doctor for more details.

[Learn more](#)

Compare prices and coverage for this medication

Choose the medication form and strength

Form
 TABLET

Strength
 20 MG 80 MG 10 MG 80 MG 40 MG 10 MG

[Compare Prices](#)

Coverage shown is based solely on your plan design. Your coverage may change depending on medication form, strength, or your selected pharmacy.

Covered alternatives

Other options covered by your plan:
[atorvastatin calcium](#)

About this medication

Disclaimer

Common Brand Name

You can view all pharmacy options, pricing and coverage. To narrow your results, you can filter between pharmacy categories, sort by distance or price, and search for specific pharmacies by keyword. By clicking on “Price details,” you can then see estimates of the medication cost, what the plan pays and what you pay.

[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

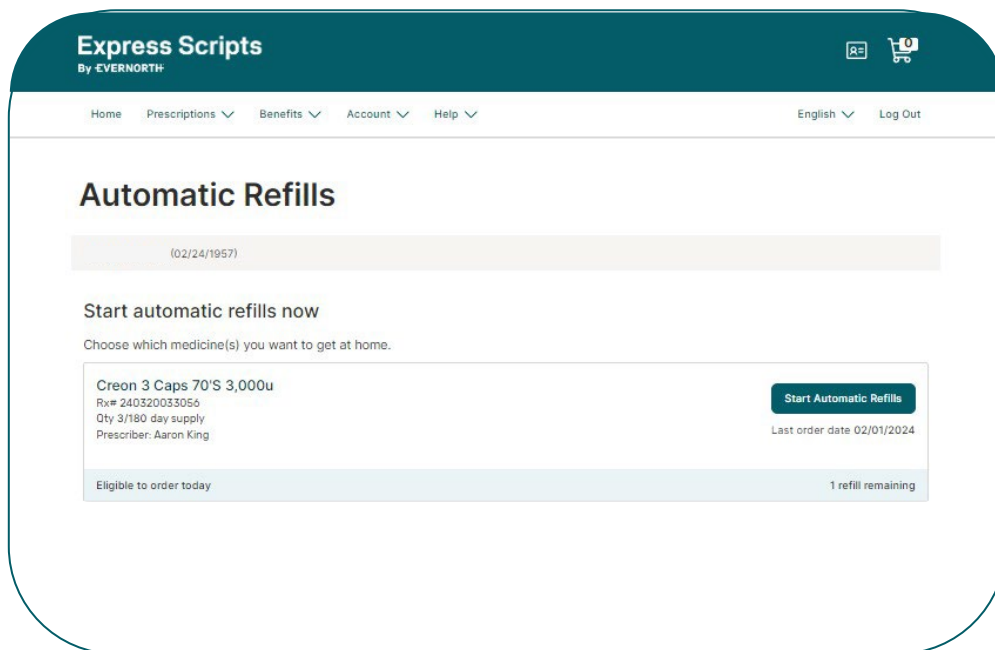
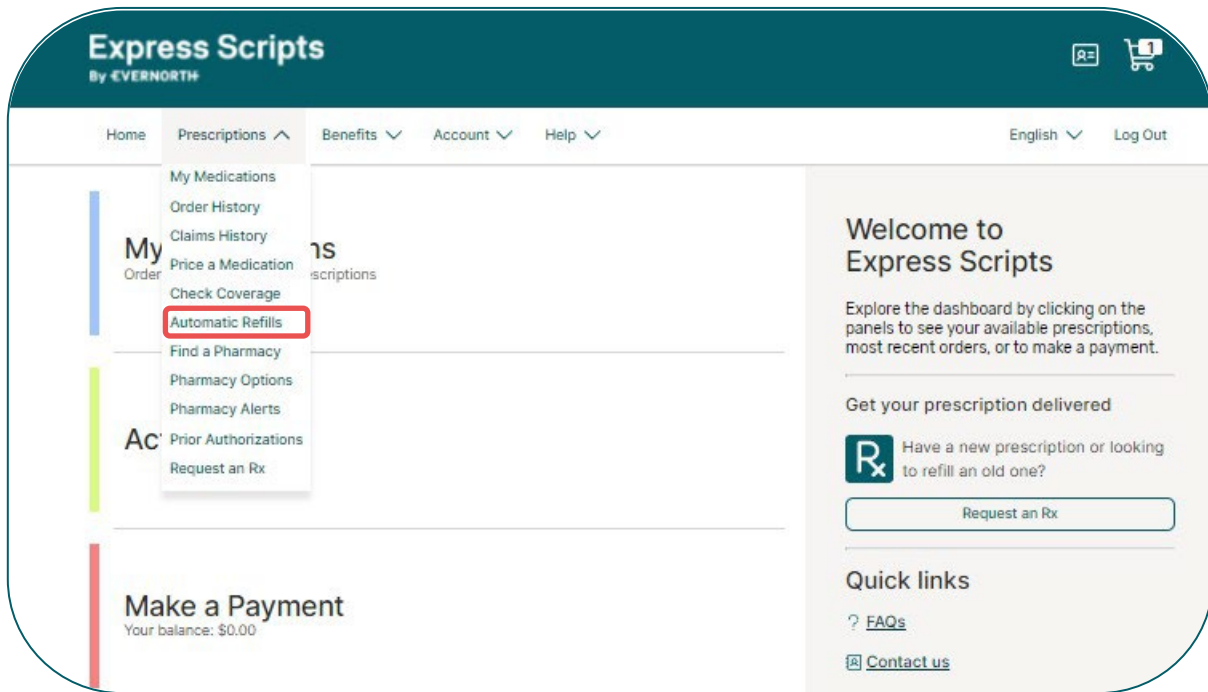


AUTOMATIC REFILLS

To have your medications refilled automatically without any further action by you, follow these steps:

- Click on Prescriptions below the colored bar at the top.
- Click on Automatic Refills in the drop-down menu under Prescriptions.
- Click on the Start Automatic Refills button next to the medication you want to refill.

Note: Your Automatic Refills settings can be changed at any time.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

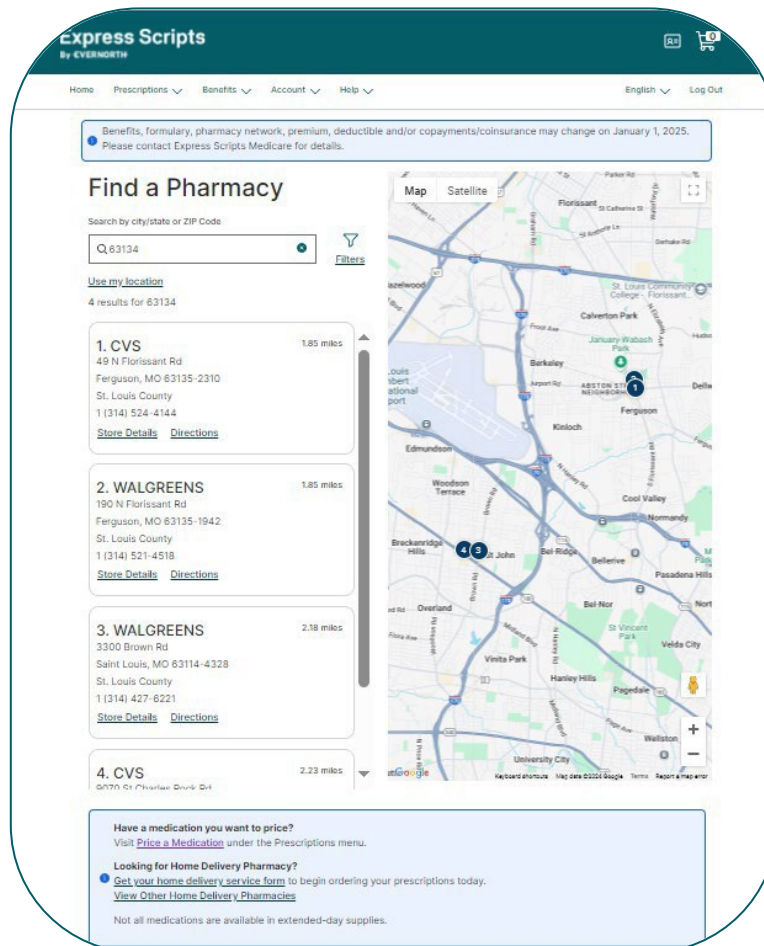
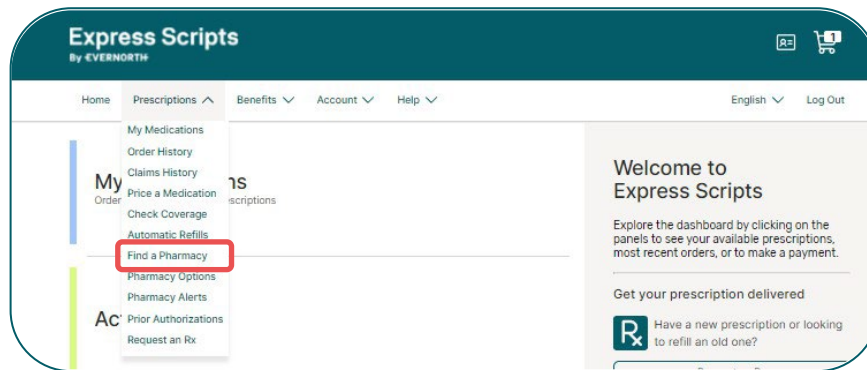


FIND A PHARMACY

We've made it easy for you to find a pharmacy in your network. To find a pharmacy, follow these steps:

- Click on Prescriptions below the colored bar at the top.
- Click on Find a Pharmacy in the drop-down menu under Prescriptions.

Once you are on the Find a Pharmacy page, enter your ZIP code and press the Enter key to see the in-network pharmacies nearest to you.



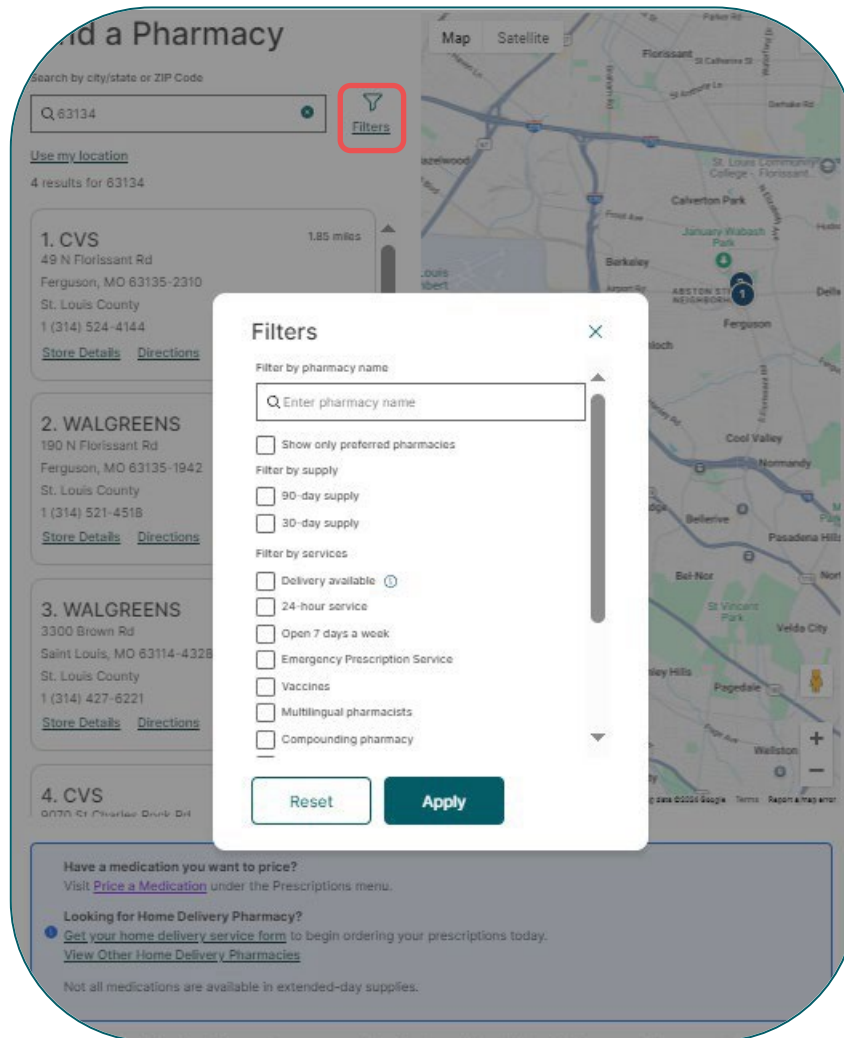
[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



To fine-tune your search, click on Filters to narrow down your results by pharmacy name, medication days' supply, available services and recommended pharmacies.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



PHARMACY OPTIONS

Depending on their benefit, some members may be able to save money by having medication delivered by mail. To learn more, visit our Pharmacy Options page.

Find the Pharmacy Options page by following these steps:

- Click on Prescriptions below the colored bar at the top.
- Click on Pharmacy Options in the drop-down menu under Prescriptions.

The screenshot shows the Express Scripts website interface. At the top, there is a navigation bar with 'Home', 'Prescriptions', 'Benefits', 'Account', and 'Help'. The main heading reads 'Stress-free prescription delivery. No waiting at a pharmacy.' Below this, it says 'Save time with home delivery. [Learn more](#)'. A section titled 'Choose the medicine you want us to deliver in up to a 3-month supply' shows a list of medicines. The first medicine, Fluticasone Propionate, is highlighted. It shows the current retail pharmacy price of \$5.00/30 days and the Express Scripts Pharmacy price of \$3.33/30 days, resulting in a savings of \$1.67 a month. The Express Scripts Pharmacy option includes a 90-day supply (3 packages) and standard shipping at no extra cost. There is also an option for a 3-month supply for \$10.00.

Rx Number: 000001489505	Current Retail Pharmacy	Express Scripts Pharmacy	Choose Express Scripts Pharmacy for Delivery
Fluticasone Propionate (16 Units) 50 mcg Spray Susp	\$5.00/30 days Rx price: \$5.00 Supply: 30 days Quantity: 1 package Cost after courtesy fills: \$5.20	\$3.33/30 days Rx price: \$10.00 Supply: 90 days Quantity: 3 packages	Save \$1.67 a month <input type="checkbox"/> \$10.00 3-month supply† • Standard shipping at no extra cost • Extended Payment Program Information

INFORMATION LISTED ABOVE TO BE USED AS EXAMPLE ONLY.

Three-month supply not available for all products in all states.

[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

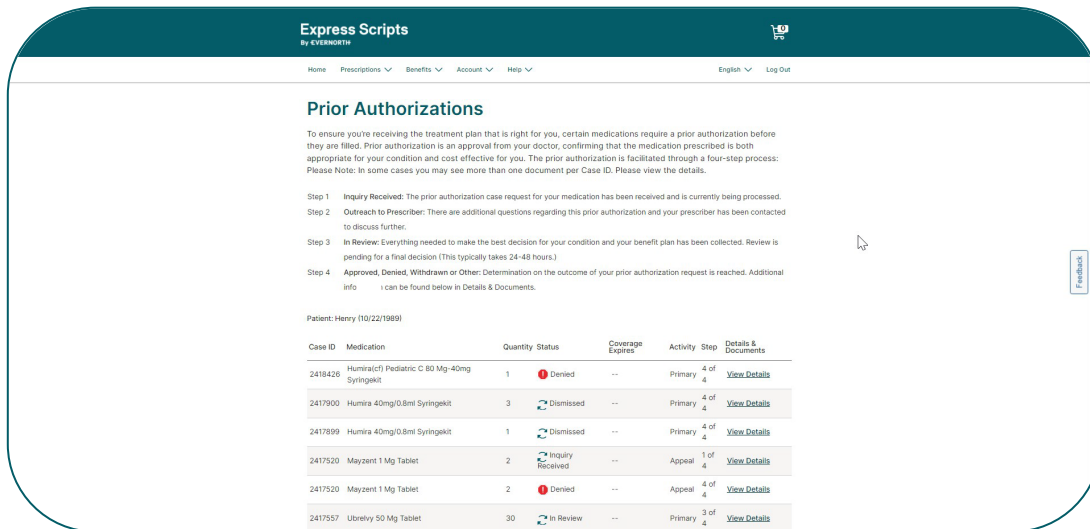
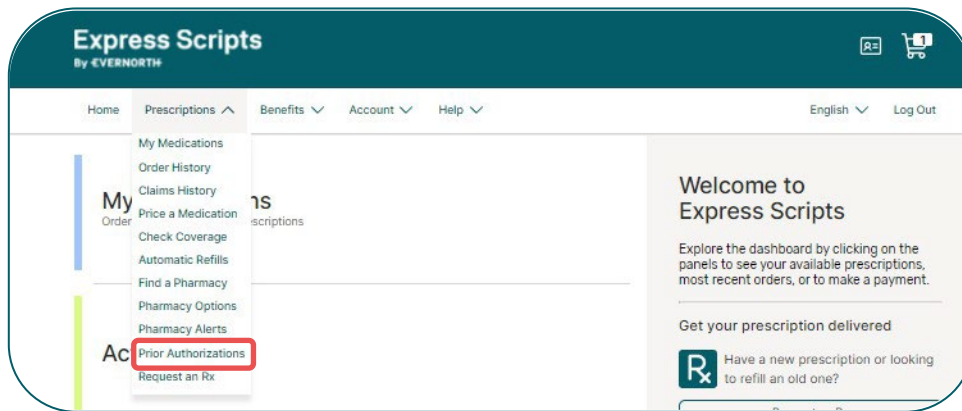
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



PRIOR AUTHORIZATIONS

This feature allows you to check the status of coverage reviews, like prior authorizations (PAs), for you and any of your dependents. To find the Prior Authorizations section on your member web account:

- Click on Prescriptions below the colored bar at the top.
- Select Prior Authorizations in the drop-down menu under Prescriptions.
- Once on the Prior Authorizations page, you will find an overview of the four-step PA process. When you click on a specific PA, it will display more information, such as a description of the status and which step your PA is in. All PA statuses and related information such as Case IDs and documents will be listed in the Details & Documents section within the View Details link on the right-hand side.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



Step 1 Inquiry Received: The prior authorization case request for your medication has been received and is currently being reviewed.

Step 2 Outreach to Prescriber: There are additional questions regarding this prior authorization and your prescriber has been contacted to discuss further.

Step 3 In Review: Everything needed to make the best decision for your condition and your benefit plan has been collected and is pending for a final decision (This typically takes 24-48 hours.)

Step 4 Approved, Denied, Withdrawn or Other: Determination on the outcome of your prior authorization request is reached. Information can be found below in Details & Documents.

Patient: Henry (10/22/1989)

Case ID	Medication	Quantity	Status	Coverage Expires	Activity	Step	Details
2418426	Humira(®) Pediatric C 80 Mg-40mg Syringekt	1	Denied	---	Primary	4 of 4	View
2417900	Humira 40mg/0.8mL Syringekt	3	Dismissed	---	Primary	4 of 4	View
2417899	Humira 40mg/0.8mL Syringekt	1	Dismissed	---	Primary	4 of 4	View
2417920	Mayzent 1 Mg Tablet	2	Inquiry Received	---	Appeal	1 of 4	View
2417920	Mayzent 1 Mg Tablet	2	Denied	---	Appeal	4 of 4	View
2417957	Urbalvy 50 Mg Tablet	30	In Review	---	Primary	3 of 4	View
2417920	Mayzent 1 Mg Tablet	2	Denied	---	Primary	4 of 4	View
2417916	Mayzent 1 Mg Tablet	2	In Review	---	Primary	3 of 4	View
2417484	Mayzent 1 Mg Tablet	2	Denied	---	Primary	4 of 4	View
2417484	Tricor 48 Mg Tablet	1	Dismissed	---	Primary	4 of 4	View
2417343	Humira 40mg/0.8mL Syringekt	1	Awaiting Response	---	Primary	1 of 4	View
2417244	Humira(®) Pediatric C 80 Mg-40mg Syringekt	1	Inquiry Received	---	Primary	1 of 4	View

Prior Authorization Details

Mayzent 1 Mg Tablet

Prior Authorization Status
● Denied

Your authorization request did not meet the criteria for approval. Reason: As defined by Medicare regulations under section 1927 (a) (6), a drug being used for an off-labeled indication that is not [See notes...](#)

Please click the View Document link(s) below for more details.

Member
(10/22/1989)

Case ID
2417920

Documents

Document Type	Document Date
Case Denial	09/17/2024
Appeal Denial	09/17/2024

[View Document](#)

[View Document](#)

[Close](#)

[Return to Table of Contents](#)

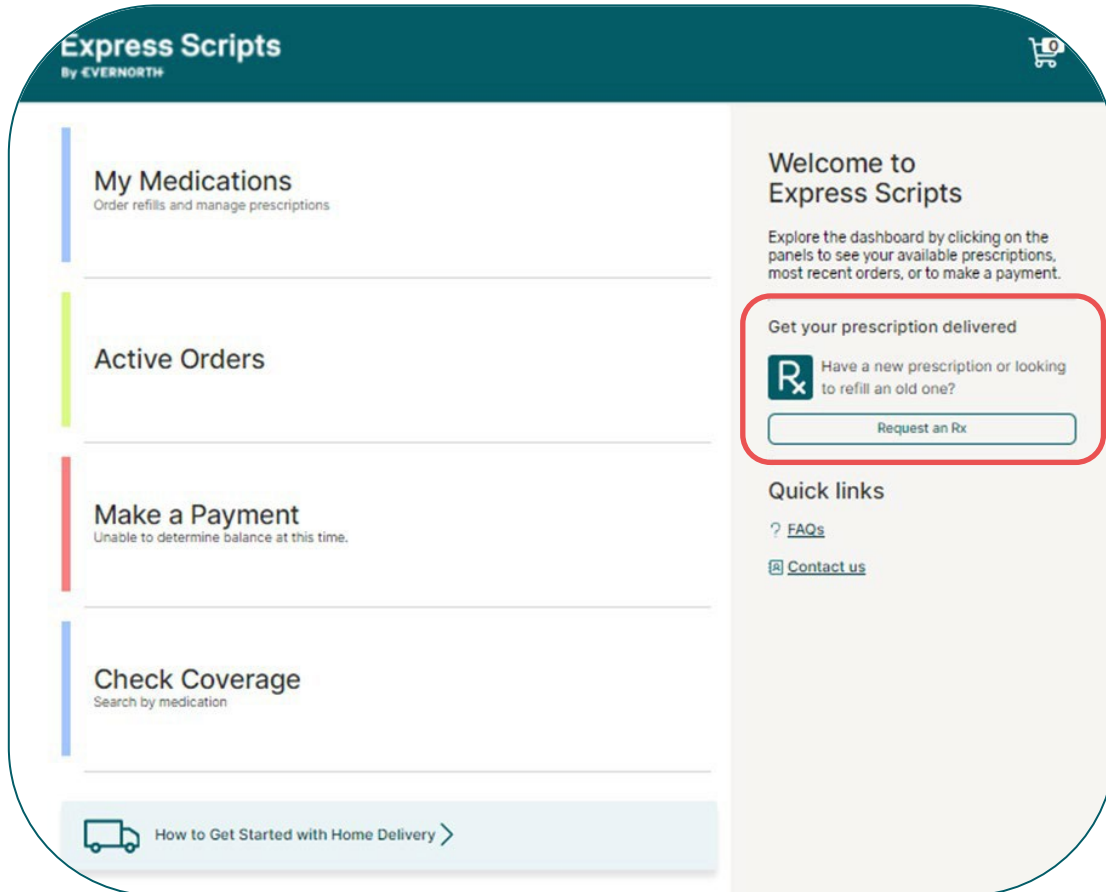
LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



NEW PRESCRIPTIONS

To start a new prescription or refill an old one through our home delivery pharmacy, you can use the Request an Rx button on the home page of the Member Portal. Please consult with your doctor before starting this request.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

© 2025 EVERNORTH HEALTH SERVICES. ALL RIGHTS RESERVED. CRP1430602A



To start a new request, follow these steps:

- Type in the medication you are requesting.
- Let us know if you have talked to a doctor about this request.
- Click the Start Prescription Request button.

Express Scripts
By EVERNORTH

Home Prescriptions Benefits Account Help English Log Out

Request to have an Rx delivered by Express Scripts® Pharmacy

Whether starting a new prescription or refilling an old one, it's easy to get medication with home delivery. Please consult with a doctor before starting this request.

What medication would you like delivered?

ex. Lipitor 20mg tablet

Have you talked to a doctor about this medication?

Yes

No

No, but I'd like to connect with a doctor through MD Live by Evernorth

Login or create an account on MD Live to schedule an appointment. With MD Live, you can request to have your prescription delivered by Express Scripts Pharmacy or sent to a pharmacy near you.

Start Prescription Request

*Your benefit plan may also offer other virtual care providers. Check your plan's website to view all of your virtual care options.

Frequently Asked Questions

- Do I need a prescription to request a medication?
- How long will this take?
- Can I request a prescription for someone else?

How does this work?

- You'll request to have the medication delivered
- We'll contact the doctor to get the prescription. For faster service, ask your doctor to send your prescription electronically to Express Scripts® Pharmacy home delivery.
- Our pharmacists fill the prescription and ship it to you

Learn more about our pharmacy

Back to Top

[Return to Table of Contents](#)

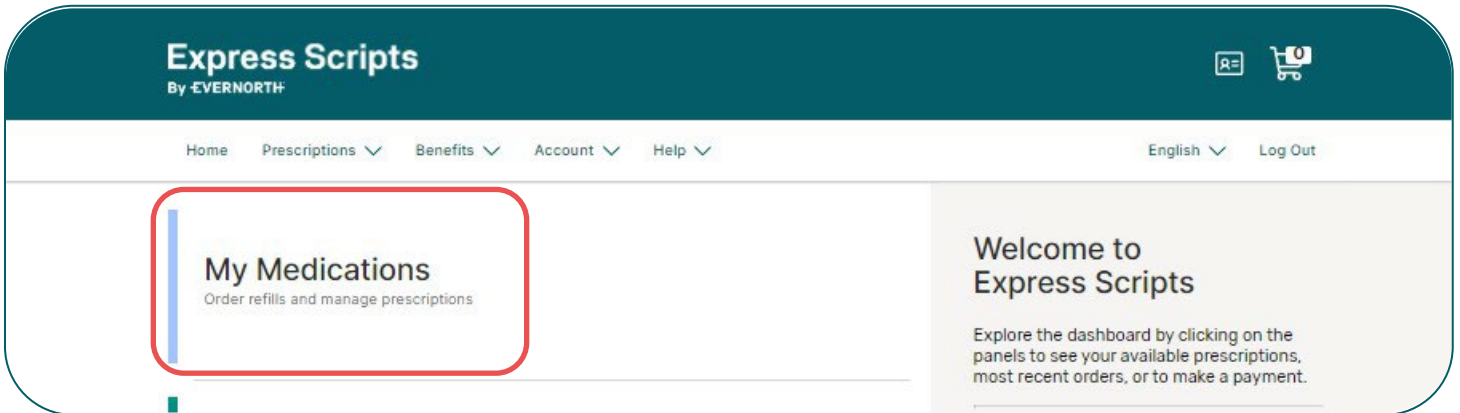
LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

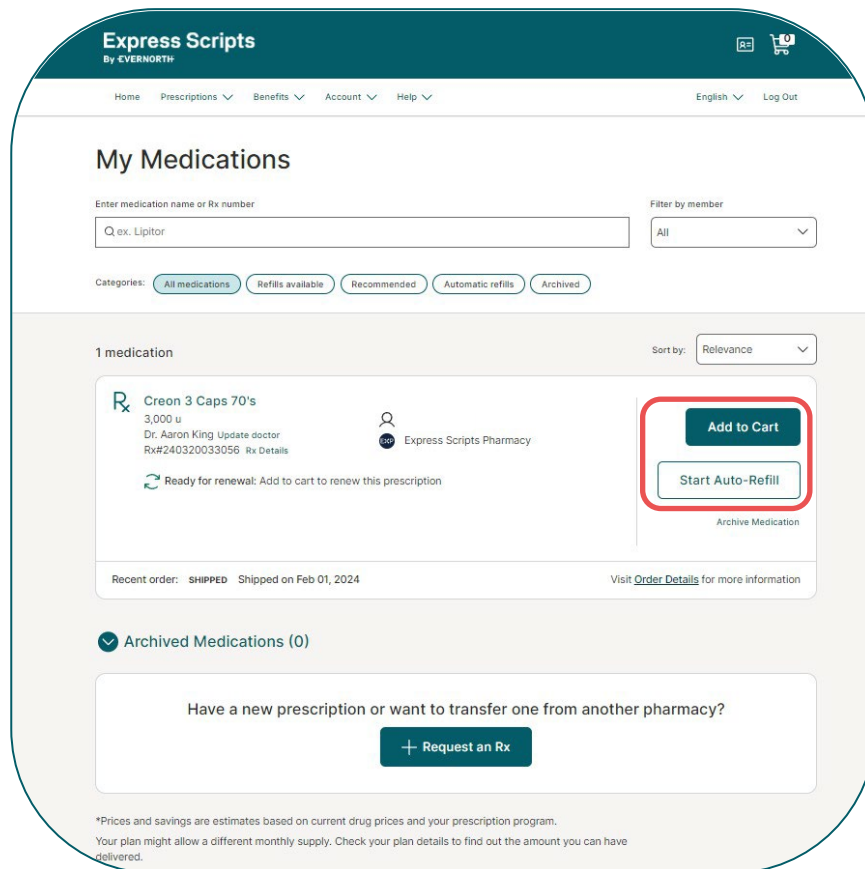


REFILL A PRESCRIPTION

To begin a refill request, click the My Medications link near the top of the Member Portal Home page.



On the My Medications page, you will find a list of your prescriptions. Next to each medication on file, you will have the option to order a refill as well as sign up for auto-refills for eligible medications filled through Express Scripts Pharmacy by Evernorth®. You can also archive medications you no longer need to view.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

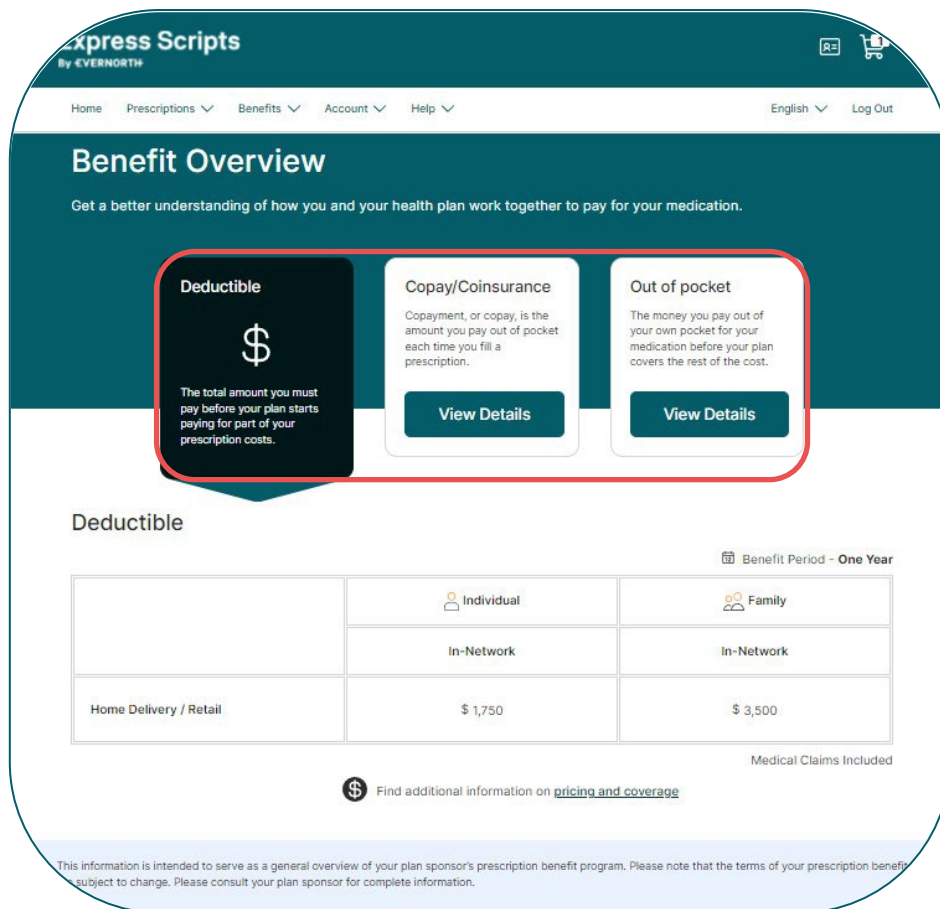
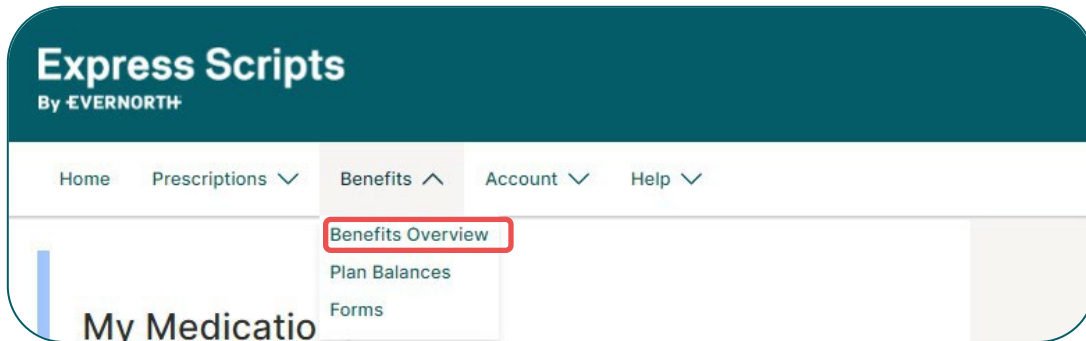


BENEFITS OVERVIEW

You can see the details of your medication benefit coverage in the Benefits Overview section. To get to this page, follow these steps:

- Click on Benefits below the colored bar at the top.
- Click on Benefits Overview in the drop-down menu under Benefits.

On the Benefits Overview page, you can find simple summaries of your Deductible, Copay/Coinsurance and Out-of-Pocket information.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

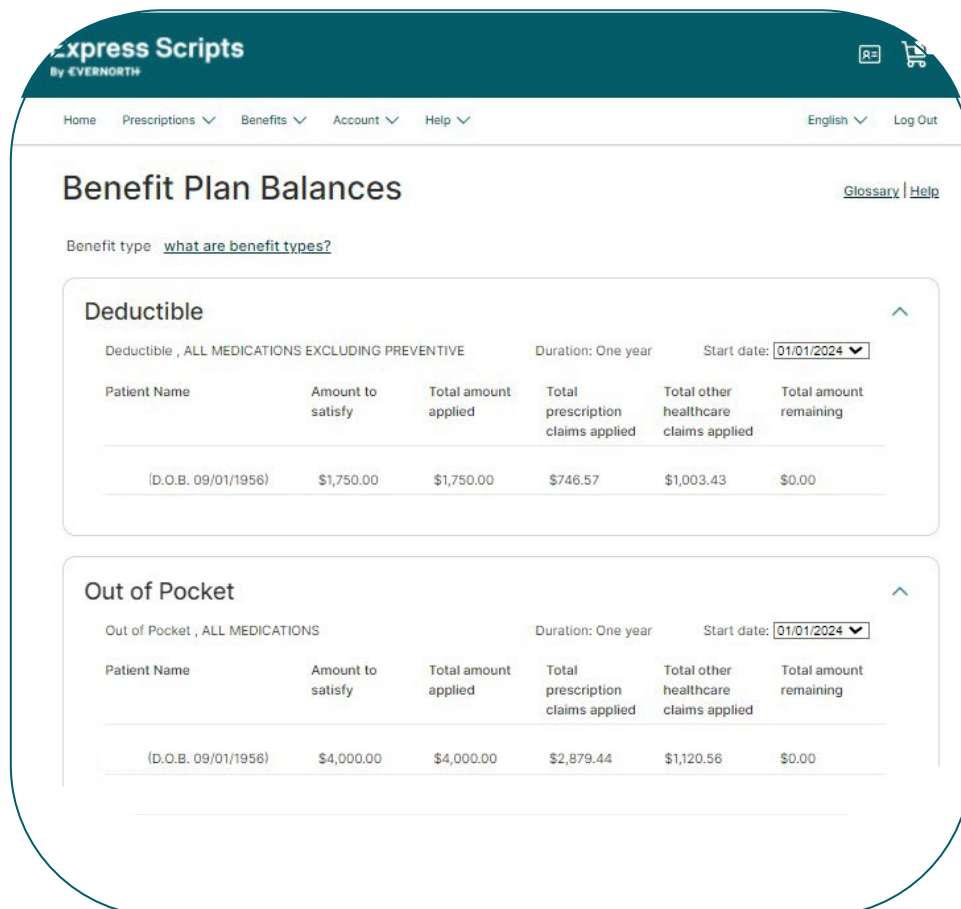
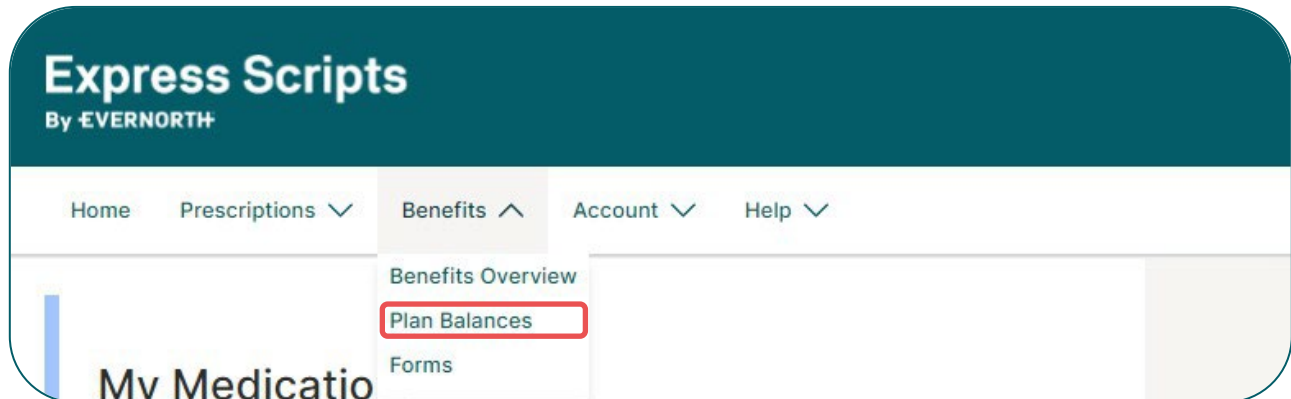
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



PLAN BALANCES

By clicking on Benefits below the colored bar at the top and selecting Plan Balances in the drop-down menu, you can review your:

- Total deductible and out-of-pocket costs
- Total amount applied
- Total prescription claims applied
- Total other healthcare claims applied
- Total amount remaining



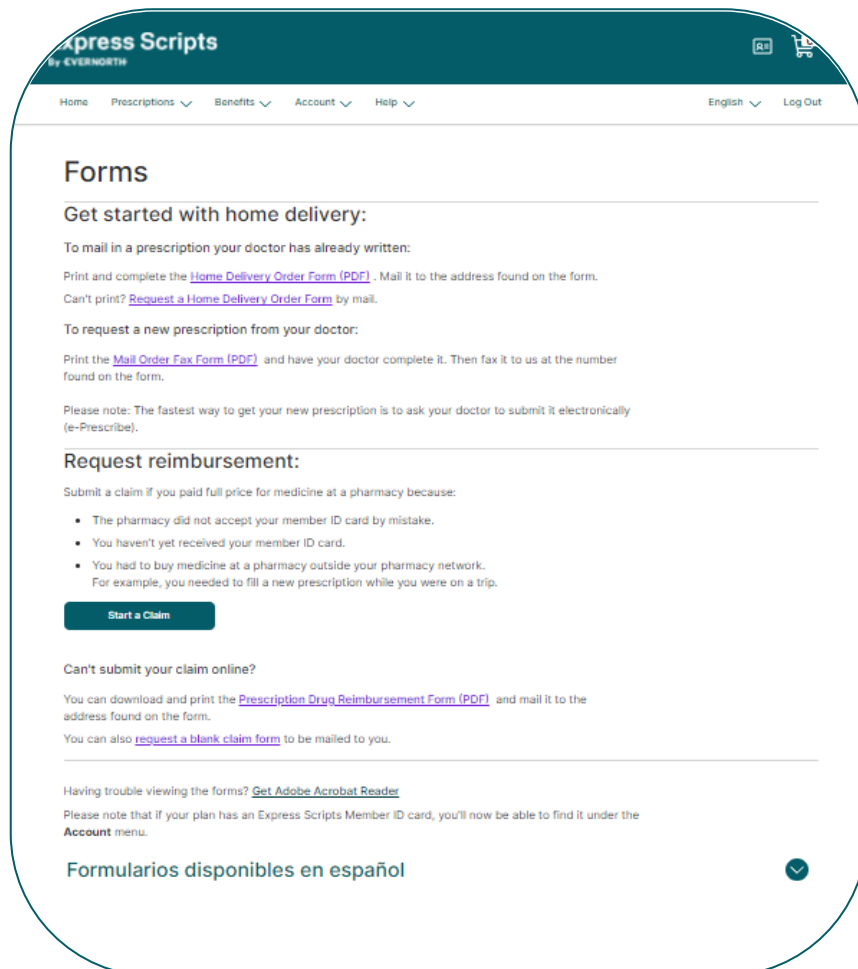
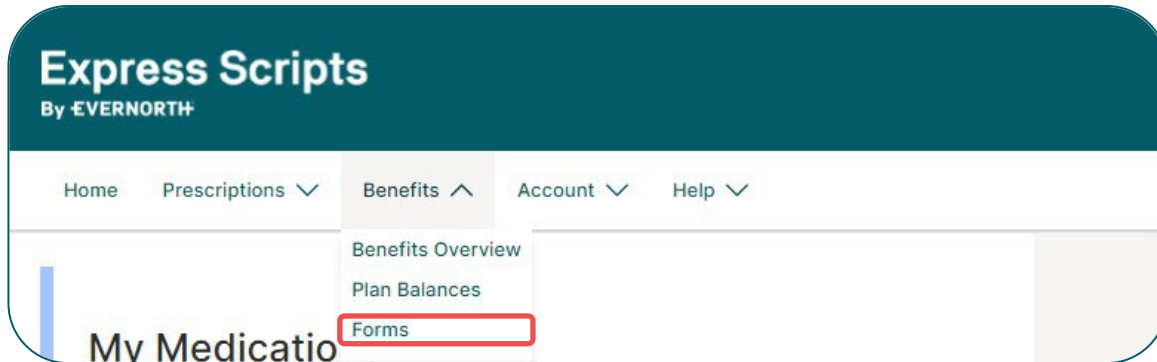
[Return to Table of Contents](#)



FORMS

To reach us by mail about getting started with home delivery or to request reimbursement on a claim, visit our Forms page. Follow these steps:

- Click on Benefits below the colored bar at the top.
- Click on Forms in the drop-down menu under Benefits.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

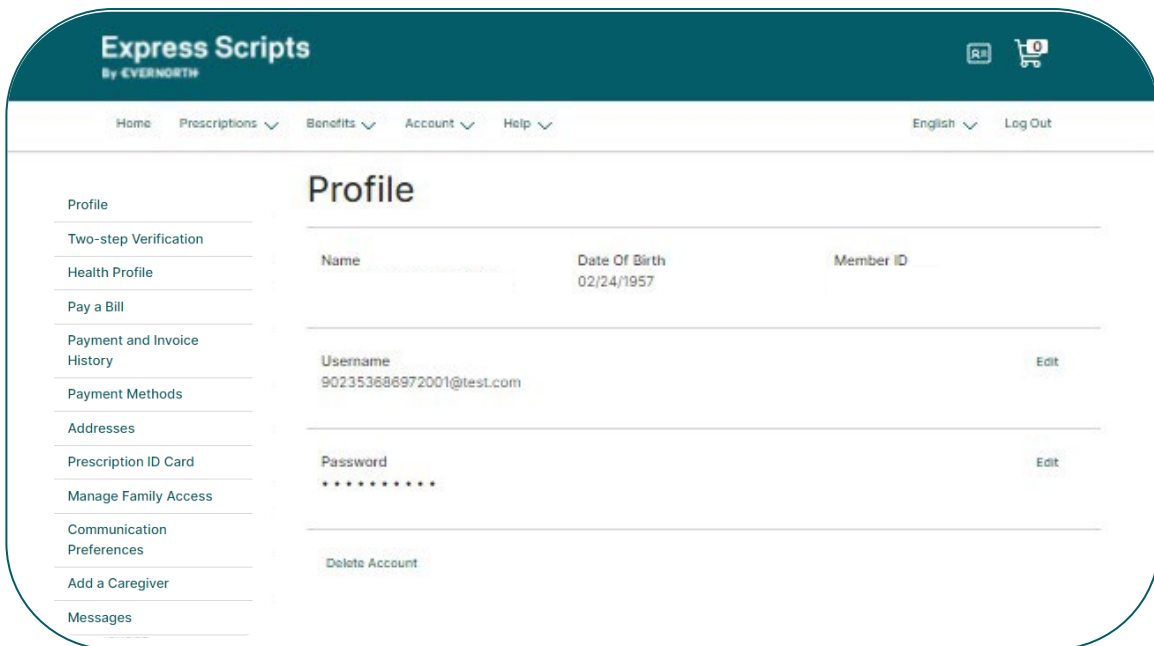
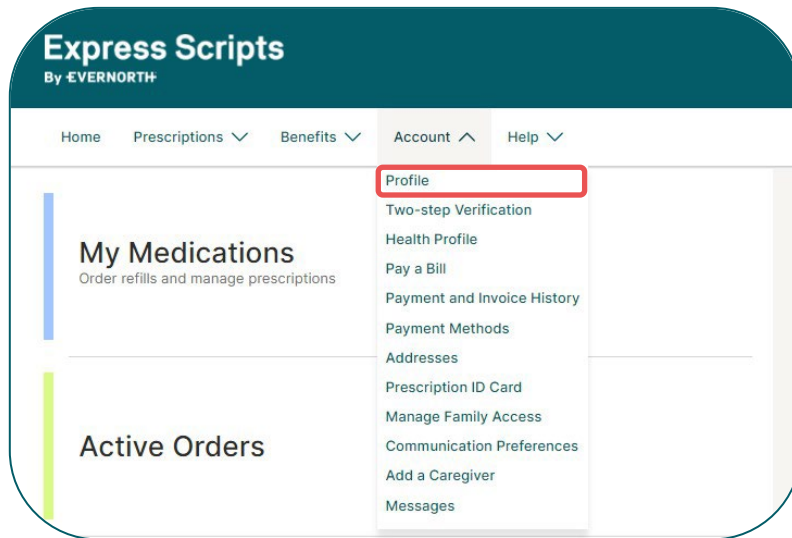
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



PROFILE

You can review the most important aspects of your profile, like your name, date of birth, member ID, username and password, by:

- Clicking on Account below the colored bar at the top.
- Then, clicking on Profile in the drop-down menu under Account.



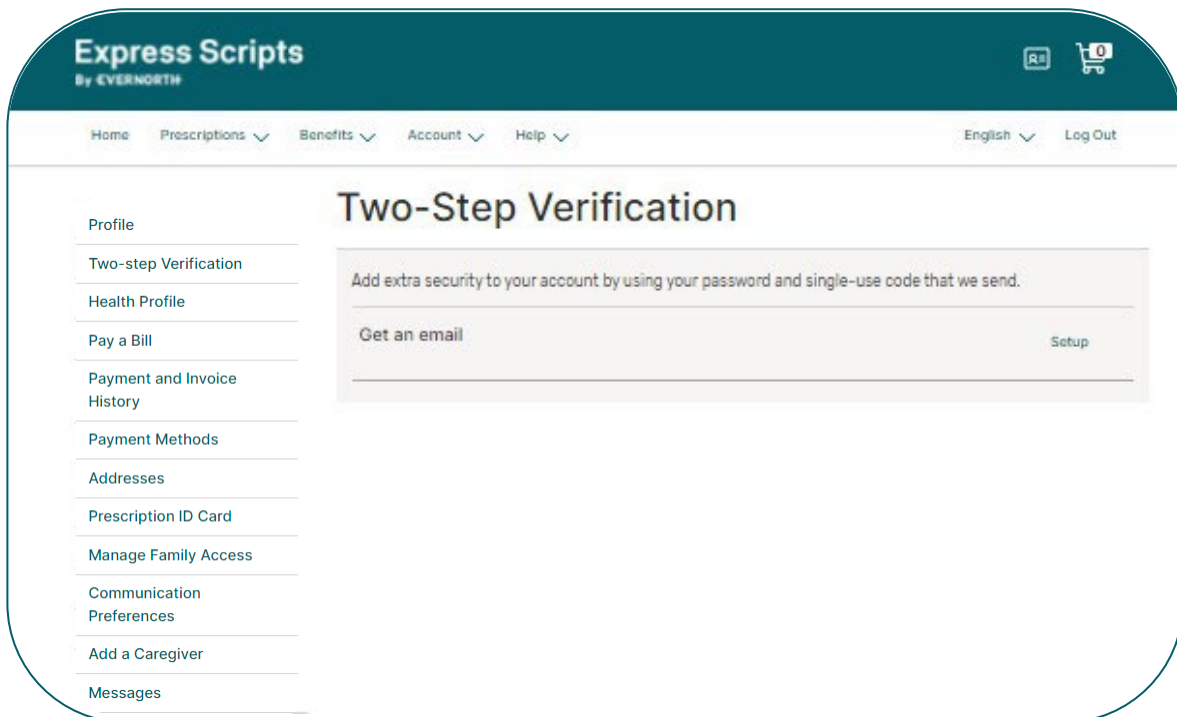
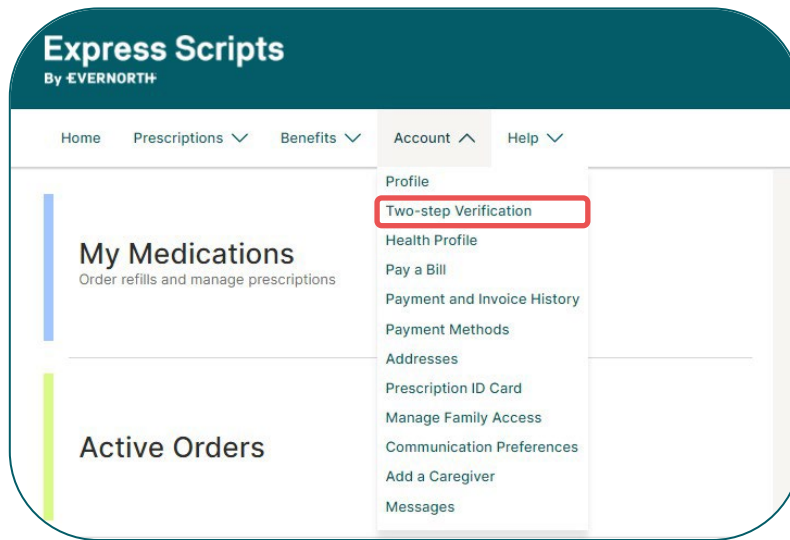
[Return to Table of Contents](#)



TWO-STEP VERIFICATION

We understand that extra security when it comes to your pharmacy benefits account can allow you to stress less and have peace of mind. To set up two-step verification using a single-use code that we send, follow these steps:

- Click on Account below the colored bar at the top.
- Click on Two-Step Verification in the drop-down menu under Account.
- Click on Setup.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

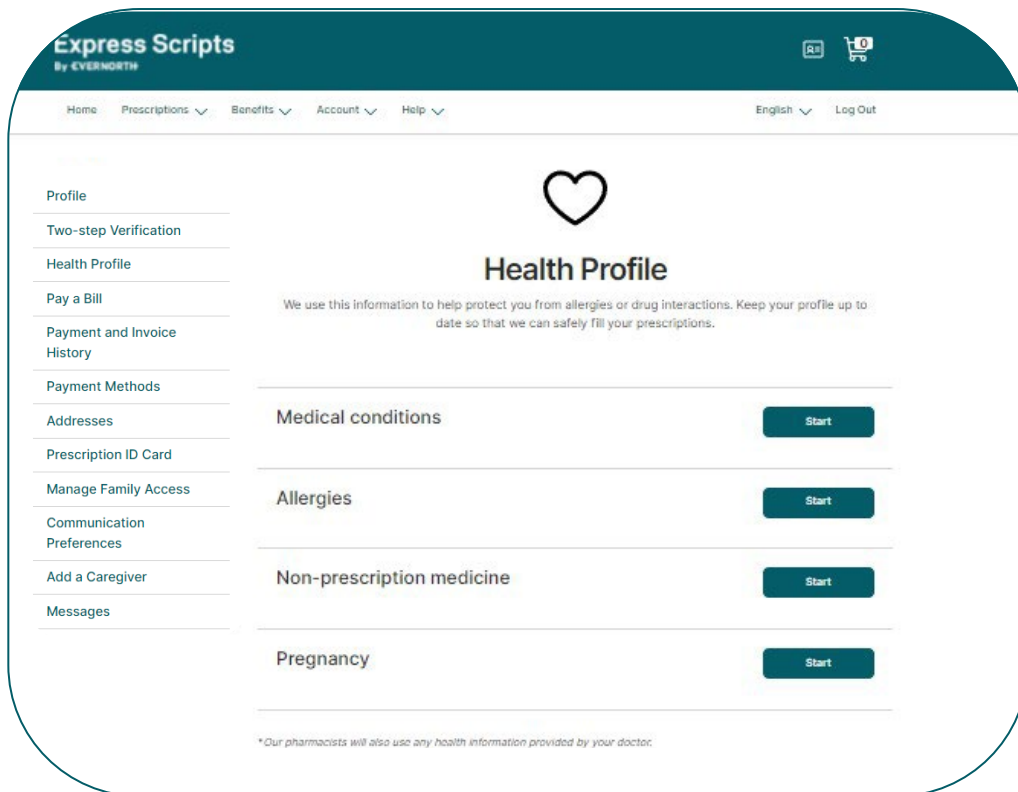
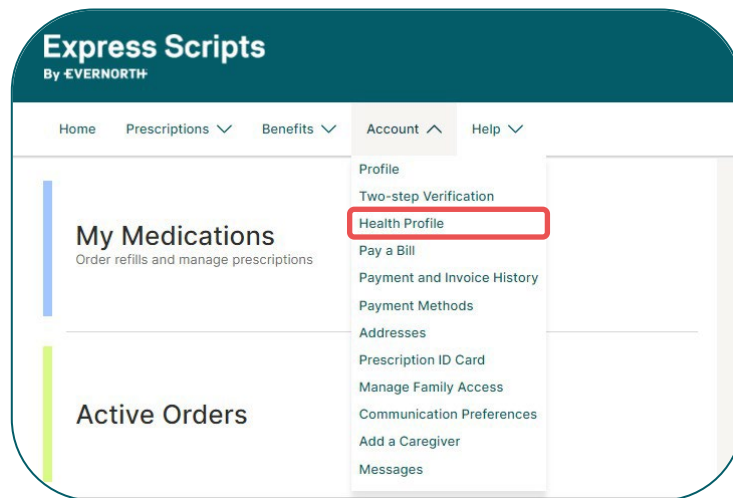
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



HEALTH PROFILE

We want to ensure that the medications you're taking continue to be safe. The more health information we know, the better equipped we are to protect you from allergies or medication interactions. To set up your health profile, follow these steps:

- Click on Account below the colored bar at the top.
- Click on Health Profile in the drop-down menu under Account.
- Click Start on the different sections you would like to fill out.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

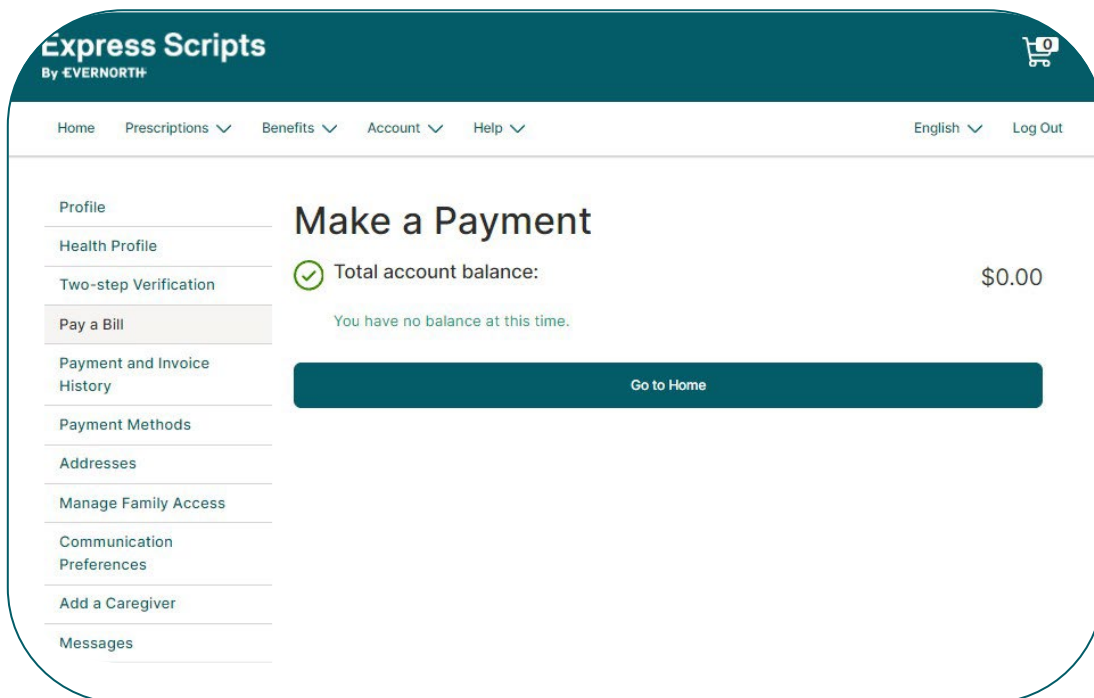
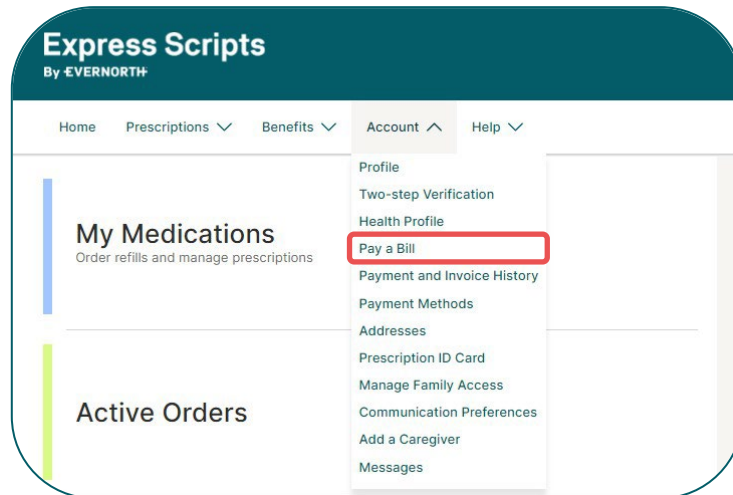
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



PAY A BILL

To promote easy usability and accessibility, you can make a payment at the click of a button. To pay a bill, follow these simple steps:

- Click on Account below the colored bar at the top.
- Click on Pay a Bill in the drop-down menu under Account.



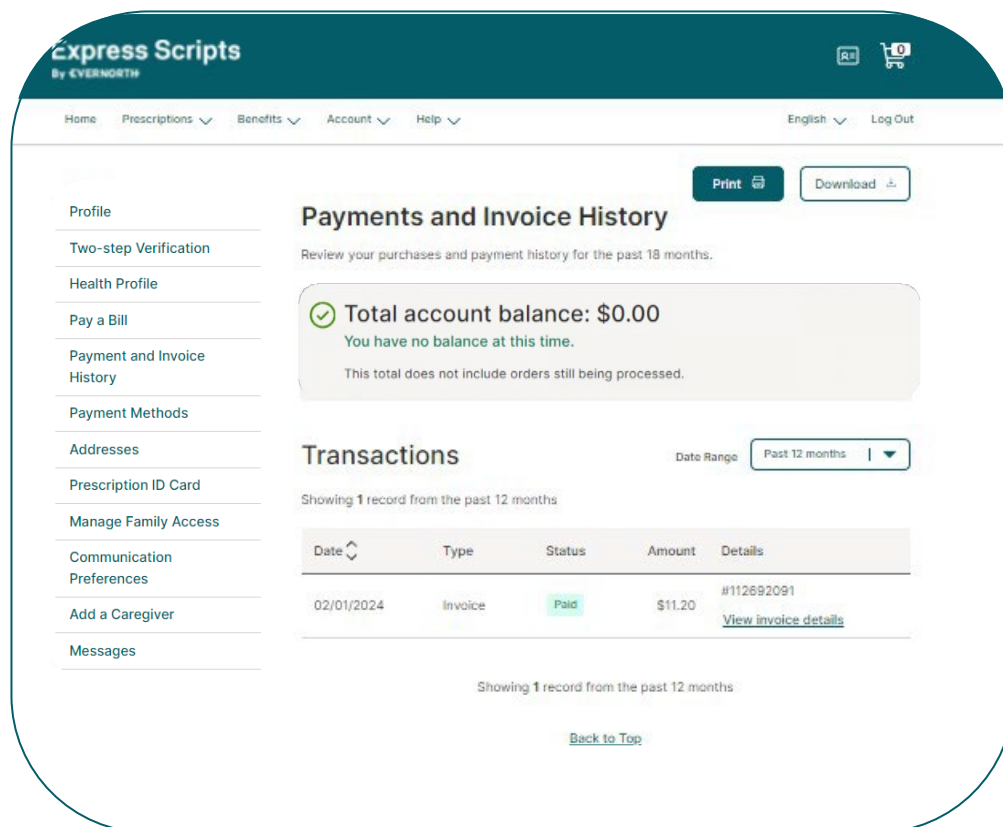
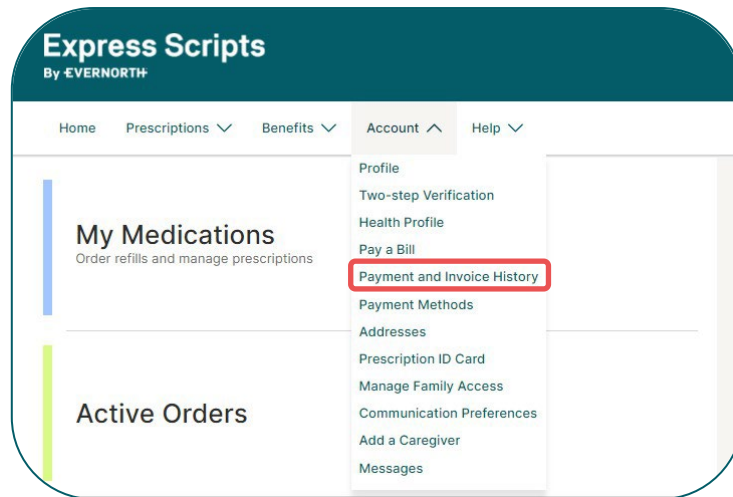
[Return to Table of Contents](#)



PAYMENT AND INVOICE HISTORY

We believe in making it easy to keep track of your payments and transactions. You can even print or download your payment history. To do so:

- Click on Account below the colored bar at the top.
- Click on Payment and Invoice History in the drop-down menu under Account.
- Select the date range you would like to review and click “View invoice details” to see more information on a specific record.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

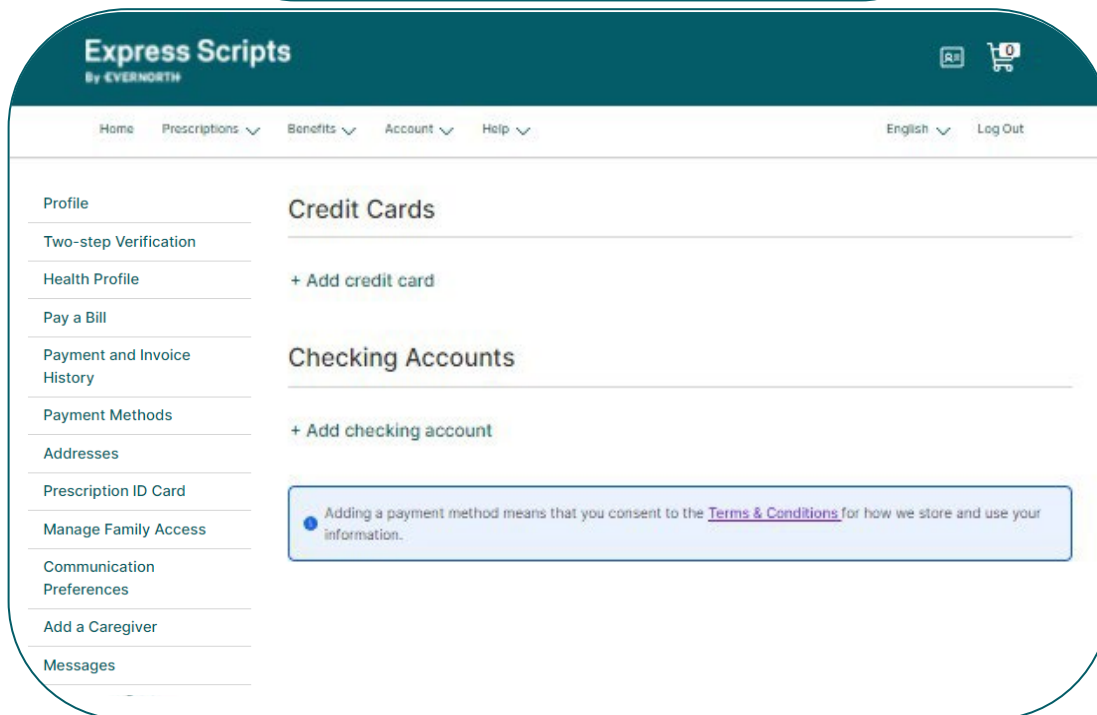
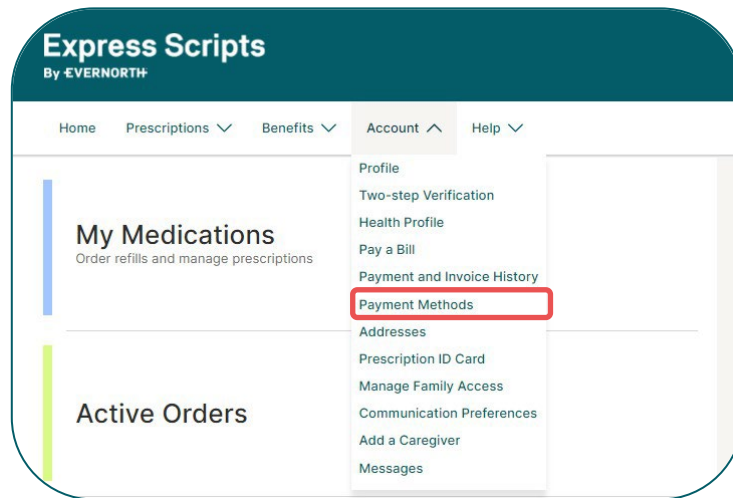
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



PAYMENT METHODS

To be able to make a payment, you must have a credit card or checking account on file. To add a payment method:

- Click on Account below the colored bar at the top.
- Click on Payment Methods in the drop-down menu under Account.
- Click “Add credit card” or “Add checking account” and enter the necessary information.



[Return to Table of Contents](#)



Express Scripts
By EVERNORTH

Home Prescriptions Benefits Account Help

Profile
Two-step Verification
Health Profile
Pay a Bill
Payment and Invoice History
Payment Methods
Addresses
Prescription ID Card
Manage Family Access
Communication Preferences
Add a Caregiver
Messages

Credit Cards
+ Add credit card

Checking Accounts
+ Add checking account

Adding a payment method means that you consent to the [Terms & Conditions](#) information.

Add Credit Card

Credit card number Expiration date ZIP code

Name on card

Authorization limit
Set the maximum amount we can charge without contacting you to authorize a payment. [How it works](#)

\$500

Enroll in autopay
Autopay will make this card your default payment method. We'll only charge your card once your order has shipped. [How it works](#)

Single payment
Your total balance will be charged to this card in a single transaction after your order ships.

3 Monthly payments
Your balance will be split evenly with the extended payment program.

[Learn about the payment program](#)

Back Save

Terms of Use Privacy Notice of Privacy Practices Drug Recalls Disposal of Medications About Express Scripts
Non-discrimination Notice/Languages
Prices and savings are based on current drug prices and your prescription program.
For more information about State Boards of Pharmacy visit [State Board of Pharmacy](#)
© 2024 Express Scripts. All Rights Reserved. 1 Express Way, St. Louis, MO 63121

[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

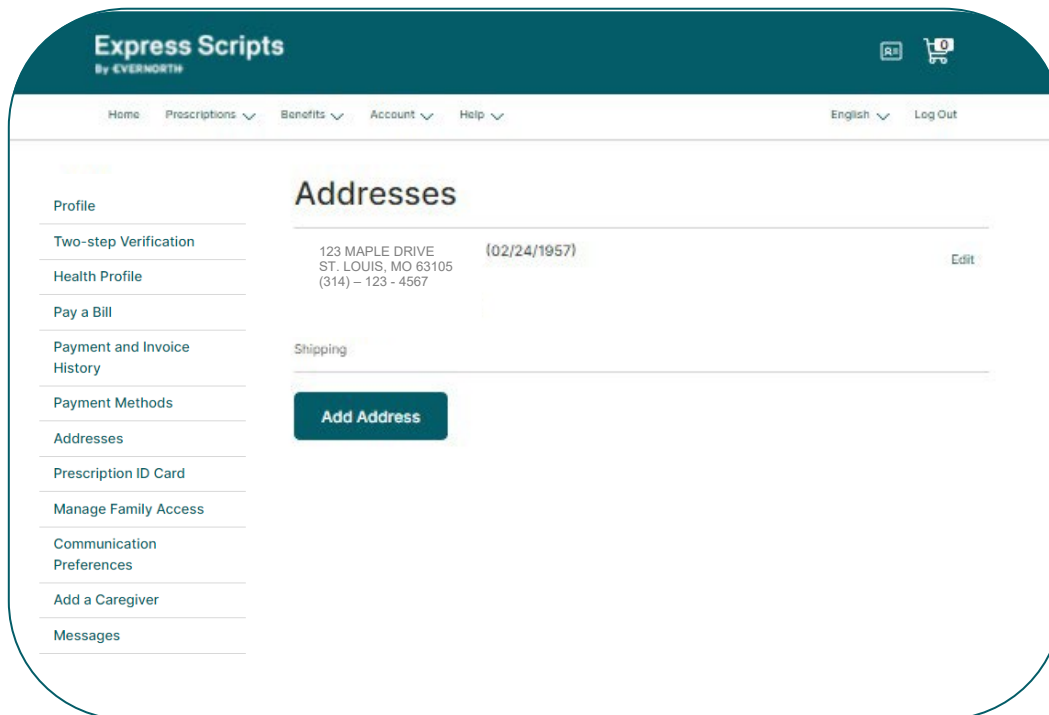
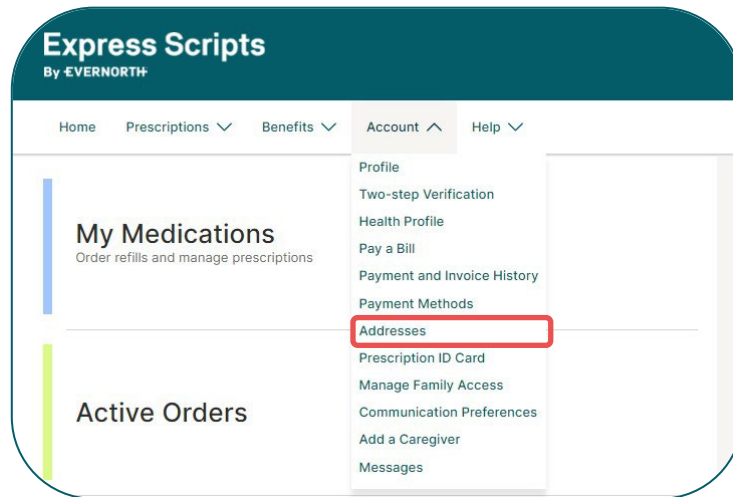
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



ADDRESSES

It's important that we have your correct address on file for mailing and shipping purposes. To add your address:

- Click on Account below the colored bar at the top.
- Click on Addresses in the drop-down menu under Account.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

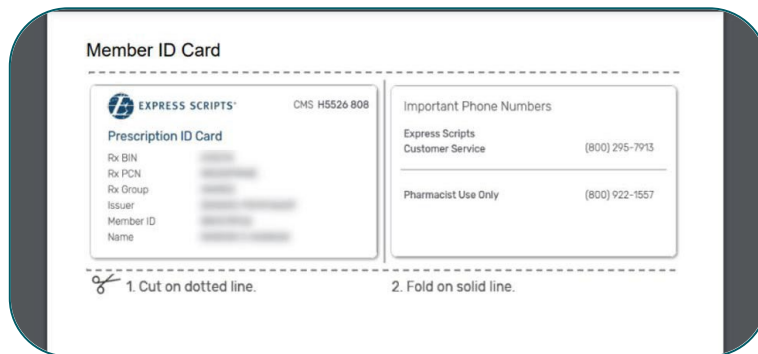
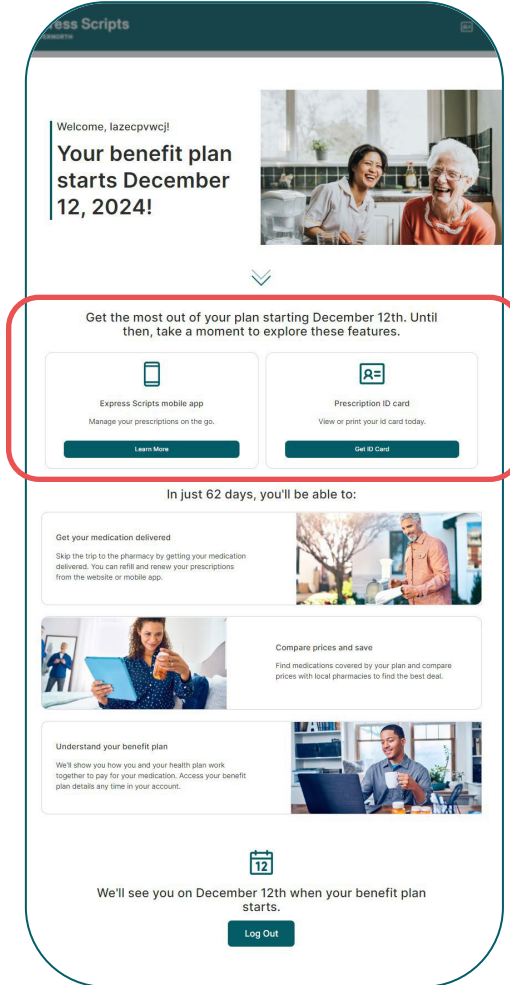
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



ID CARD: PRE-BENEFIT

Even before your pharmacy benefit is active, you can register at [express-scripts.com](https://www.express-scripts.com). If you do, you will be able to learn more about:

- The Express Scripts® mobile app
- Your prescription ID card



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

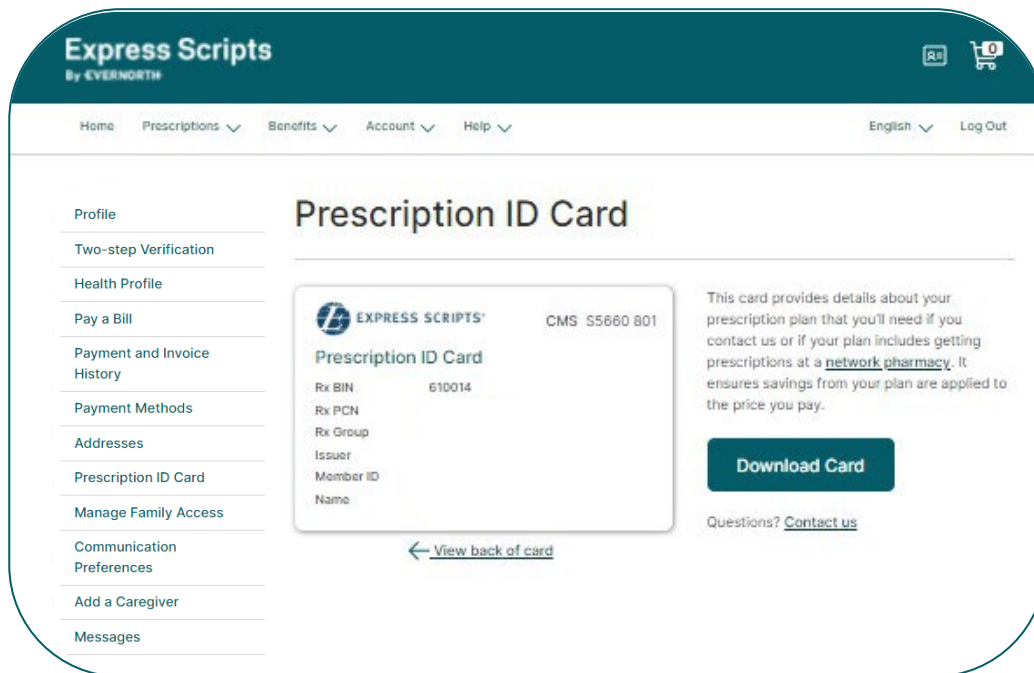
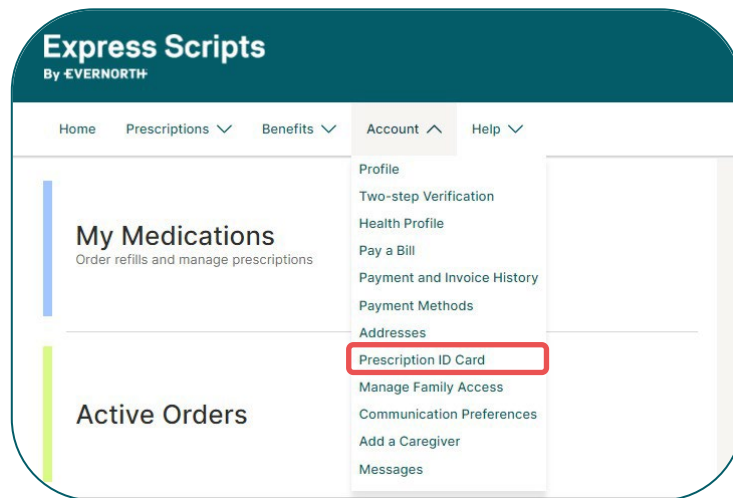
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



ID CARD

You can access your prescription ID card digitally from [express-scripts.com](https://www.express-scripts.com). Having a prescription ID card on hand has never been easier.

- On the website, you can view both sides of the card, download it and print it to have it right within reach the next time you go to the pharmacy. Click on Account below the colored bar at the top, then on Prescription ID Card in the drop-down menu under Account.
- On the app, you can add your prescription ID card to your Apple Wallet or Google Wallet and show it at the pharmacy.
- You can also call our Contact Center to have your prescription ID card mailed to you.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

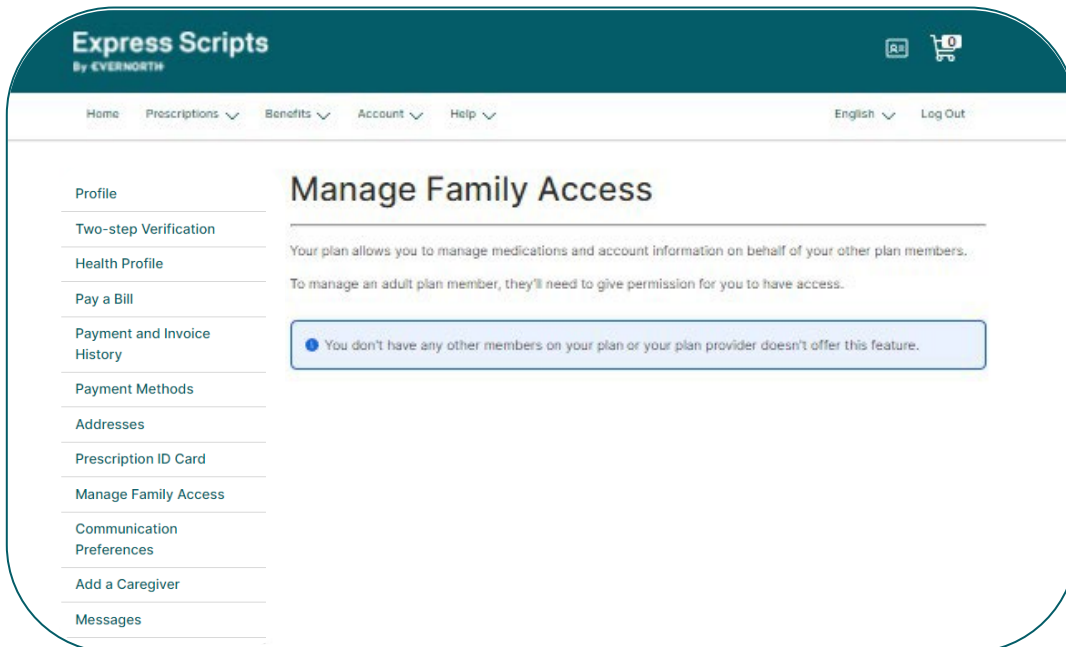
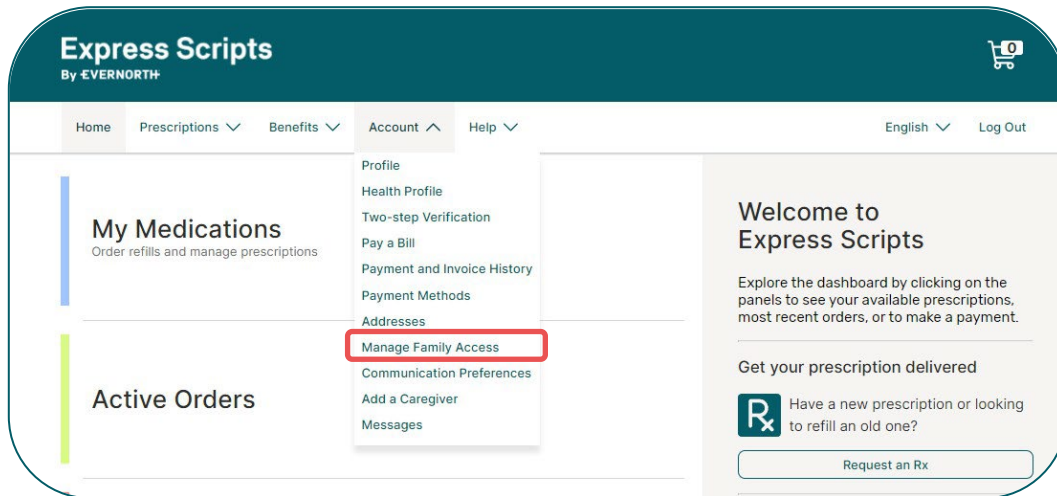
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



MANAGE FAMILY ACCESS

Depending on your plan, you may be able to manage medications and account information on behalf of your dependents or other plan members. To do so:

- Click on Account below the colored bar at the top.
- Click on Manage Family Access in the drop-down menu under Account.
- Add your dependent(s) or other plan members whose information you want to manage.



Note: To manage an adult plan member, they will need to give you permission to access their account. Household members must be 18+ years of age to register and grant access to their information to other adult plan members in the household.

[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.

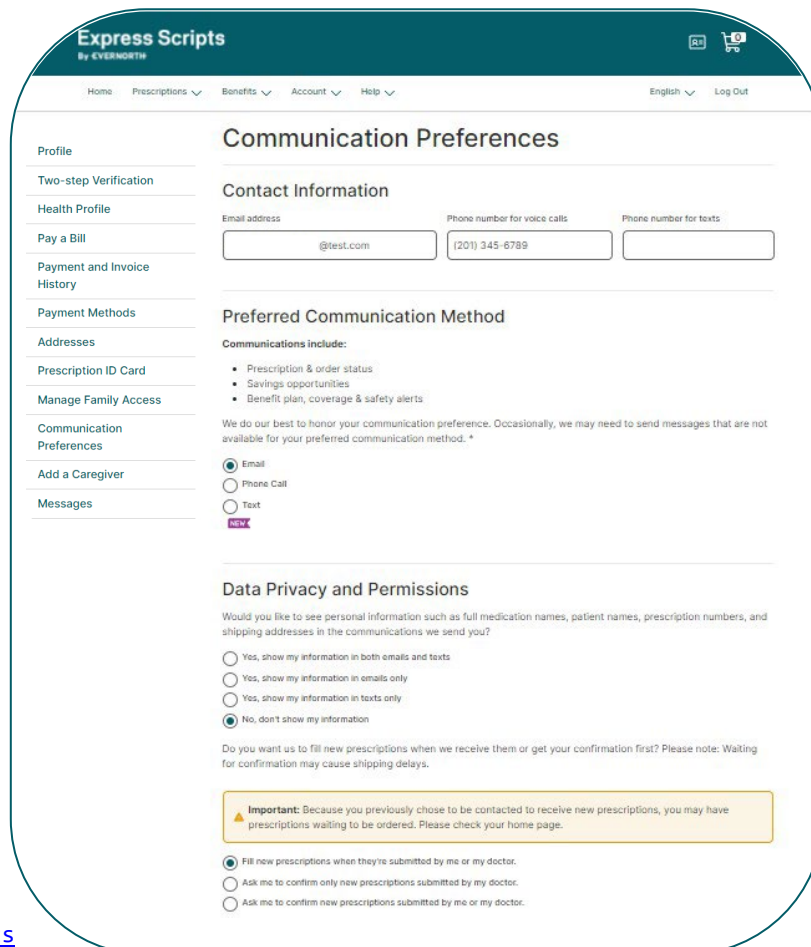
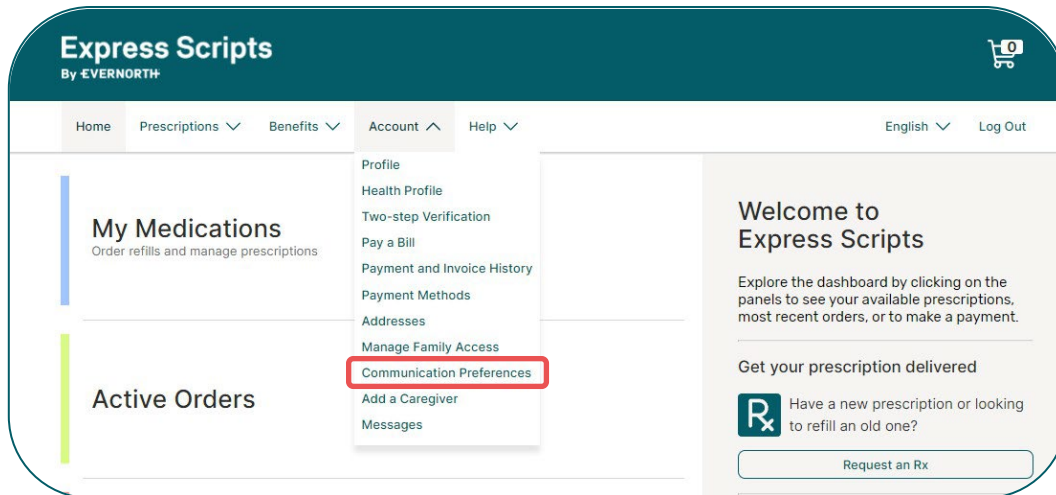
© 2025 EVERNORTH HEALTH SERVICES. ALL RIGHTS RESERVED. CRP1430602A



COMMUNICATION PREFERENCES

Communication Preferences allow you to choose how you want Express Scripts to communicate to you. To select your preferences, follow these simple steps:

- Click on Account below the colored bar at the top.
- Click on Communication Preferences in the drop-down menu under Account.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



You can also choose how you would like to receive documents associated with your prescription plan and medications.

Documents

Literature pack (Litpack) - This will be sent with your medication and includes but is not limited to invoices, paymer. and refill slips, new prescriptions fax forms, and medication guides.

Receive by email
 Receive by mail

Medicare Prescription Payment Plan - This includes any communication around opt-in status, missed payments, or monthly invoices.

Receive by email
 Receive by mail

Annual Notice of Change (ANOC) - Your ANOC packet identifies changes to your benefit plan from one year to the next.

Receive by email
 Receive by mail

Coverage Review - Also called prior Authorization, this is how your health plan decides if your medication will be covered. We'll notify you if a coverage review is needed and update you when it's complete.

Receive by email
 Receive by mail

*In some cases, communications may be sent to you for safety or legal reasons, or on behalf of your plan sponsor. If you choose to no longer receive email notices about your benefit, you may still receive emails about any prescription orders currently in progress. Please review our Terms of Use and Privacy Practices for additional information on our communication practices and the use of your individual communication preferences.

[Save Changes](#)

[Return to Table of Contents](#)



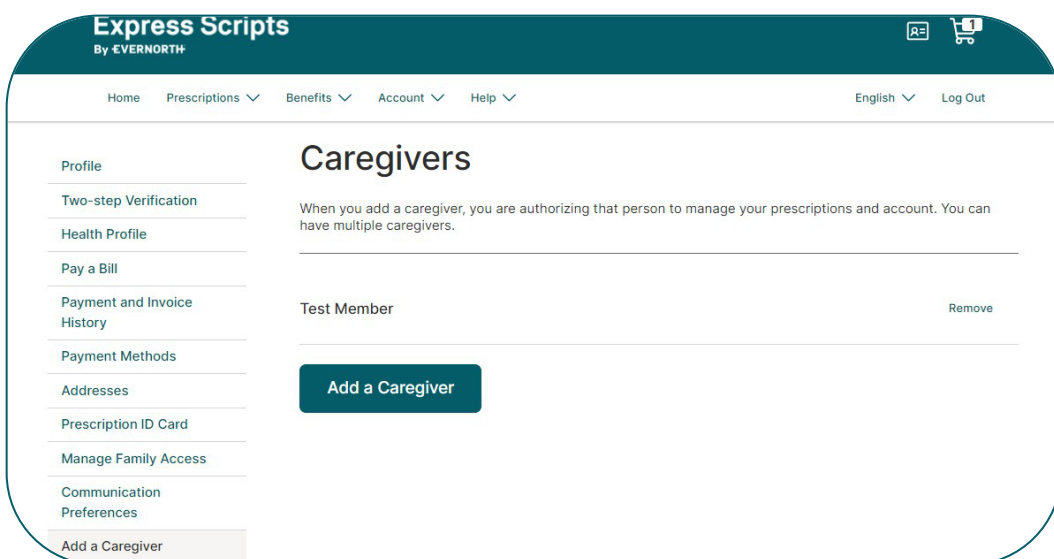
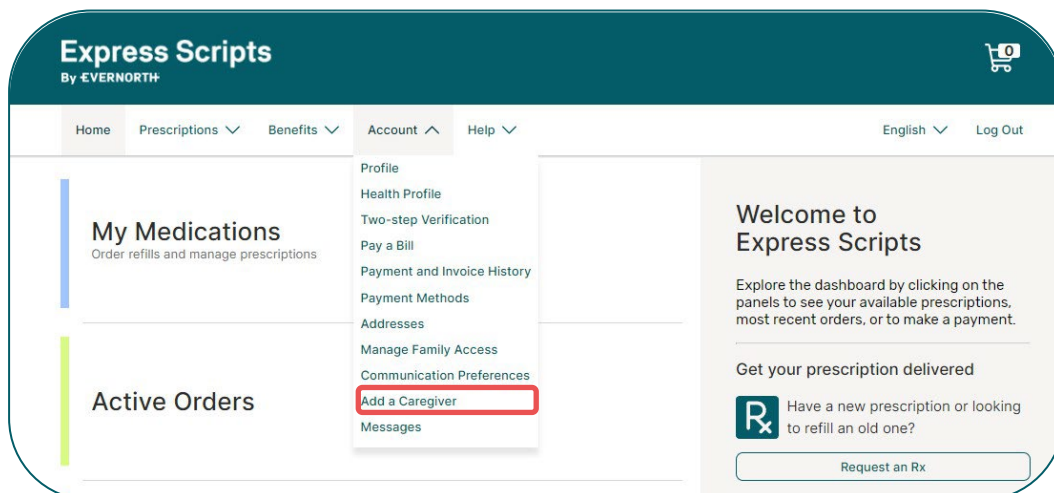
ADD A CAREGIVER

To authorize a person of your choice to manage your account and medications, you must add that person as a caregiver. **To add a caregiver**, please:

- Click on Account below the colored bar at the top.
- Click on Add a Caregiver in the drop-down menu under Account.
- Click the Add a Caregiver button on the main page and input their information and an end date.
- **To update a caregiver:**
 - Click Update and edit the information
 - Click Continue, then Confirm Changes.
- **To remove a caregiver:**
 - Click Remove and the End Date field is populated with the date you're making the request.
 - Review the information and click Remove.

A designated caregiver status shows as “active” within 24 hours.

Note: If you do not input an end date, the caregiver will remain indefinitely.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



Express Scripts
By EVERNORTH

Home Prescriptions Benefits Account Help

Caregivers

When you add a caregiver, you are authorizing that person to manage your account. You can have multiple caregivers.

Test Member

Add a Caregiver

When you add a caregiver, you are authorizing that person to your prescriptions and account. You can have multiple caregivers.

First name

Last name

Date of birth

MM/DD/YYYY

Gender

Male Female

Email address (optional)

Phone number (optional)

End date (optional)

If no end date is provided the designation is in effect until revoked

MM/DD/YYYY

Please check this box to represent your **electronic signature** and to accept the **Terms and Conditions**.

Feedback

Terms of Use Privacy Notice of Privacy Practices Drug Recalls Disposal of Medications About Express Scripts

Non-discrimination Notice/Languages

Prices and savings are based on current drug prices and your prescription program.
For more information about State Boards of Pharmacy visit [State Board of Pharmacy](#)

© 2024 Express Scripts. All Rights Reserved. 1 Express Way, St. Louis, MO 63121

[Return to Table of Contents](#)

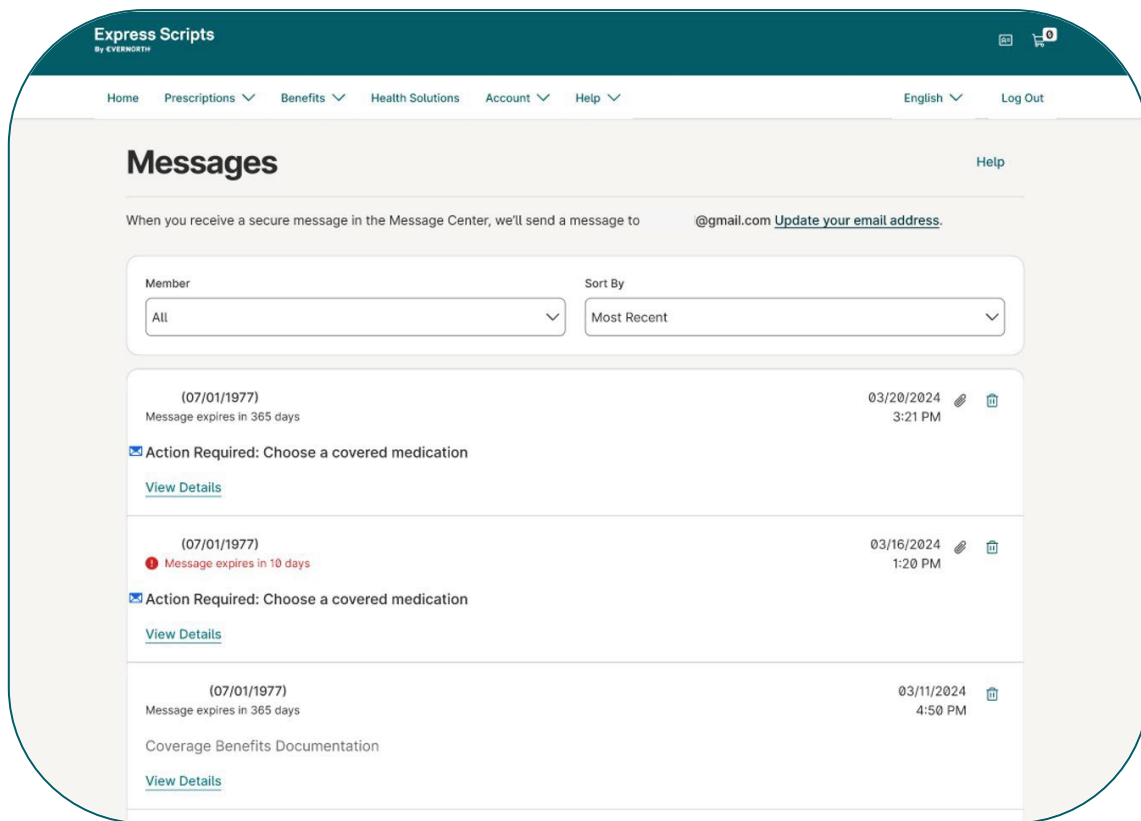
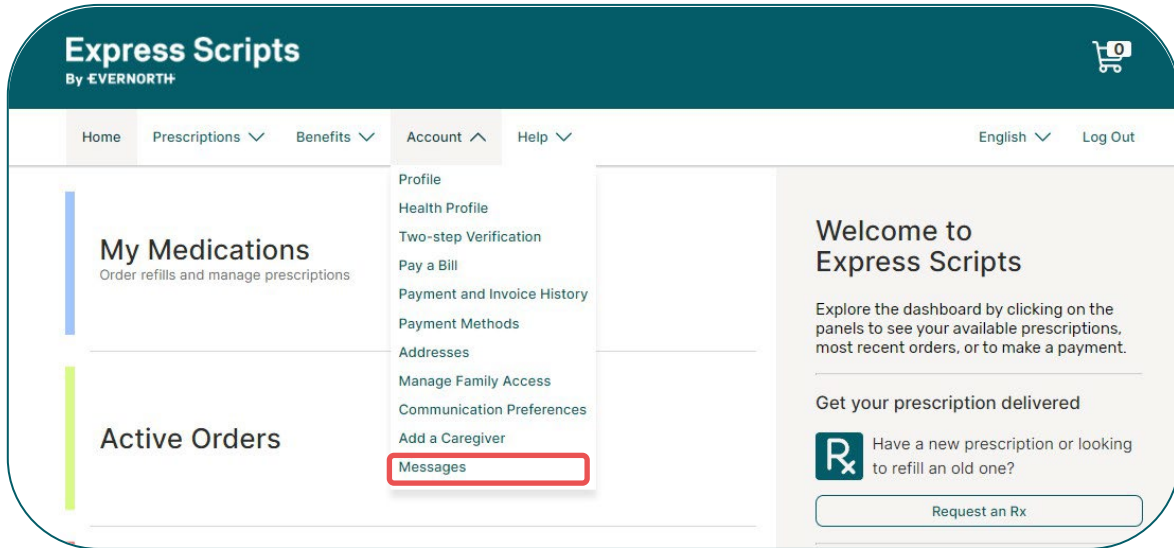
LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



MESSAGES

- Click on Account below the colored bar at the top.
- Click on Messages in the drop-down menu under Account.
- You will then be able to view messages by member and sort them based on your needs. To open the message, click View Details under the specific message you would like to get more information on.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

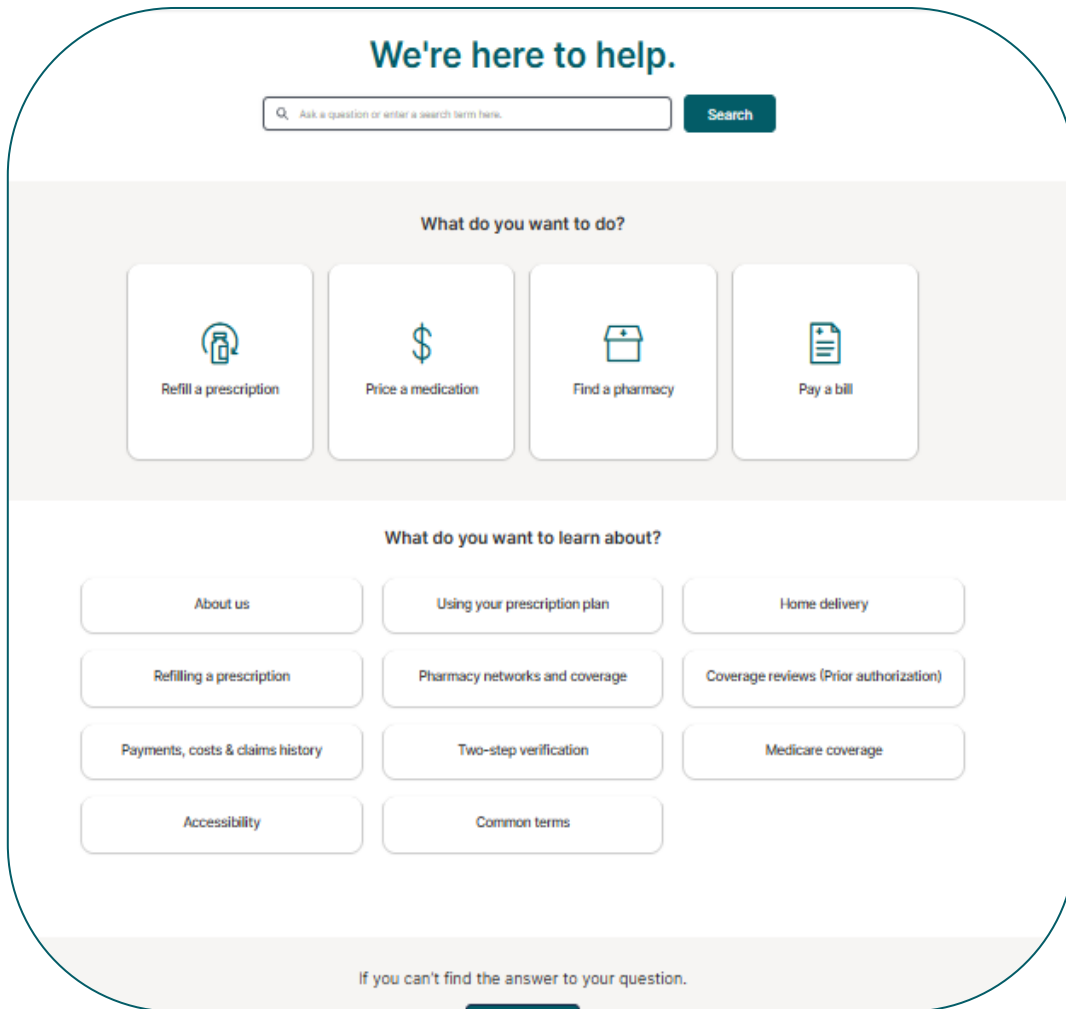
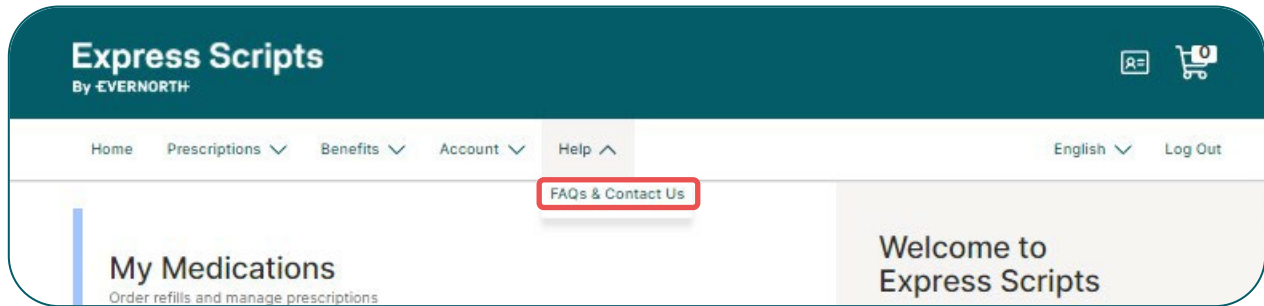
This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.



FAQS & CONTACT US

We understand that pharmacy benefits may be confusing. We have compiled a list of frequently asked questions that are there to assist you whenever you need them. In the event you need more help, our contact information is linked. To navigate to the page,

- Click on Help below the colored bar at the top.
- Click on FAQs & Contact Us in the drop-down menu.



[Return to Table of Contents](#)

LAST UPDATED: 02/17/25

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit.