



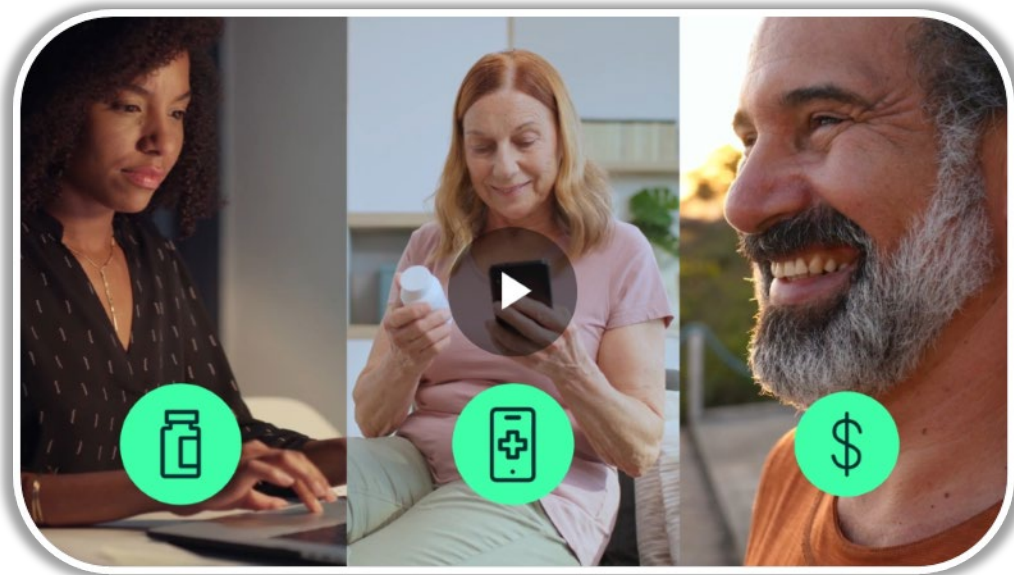
Mobile App User Guide

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 the mobile application features.

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 the Express Scripts mobile app and how to use those features. Need a user guide for our member portal on express-scripts.com? Click [here](#).

START HERE: Who We Are Video

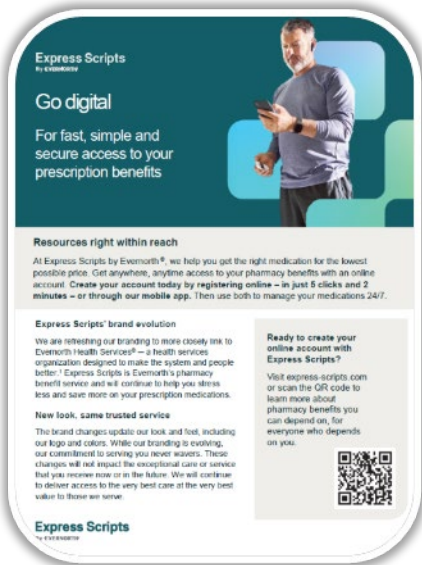


At Express Scripts, we are your trusted personal advocate, working to help support your well-being, simplify your prescription benefit experience, and help you get the most out of your benefit, so you can stress less, and save more.

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

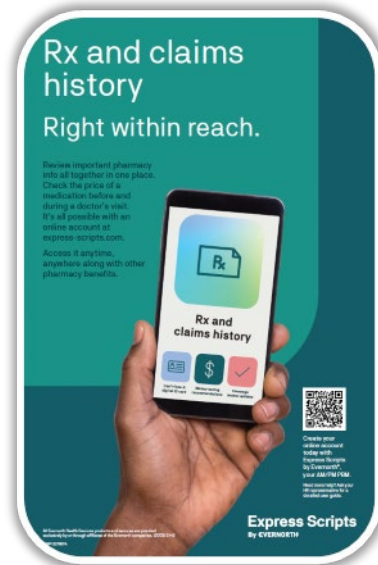


Register With Express Scripts



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

Review Important Pharmacy & Medication Information



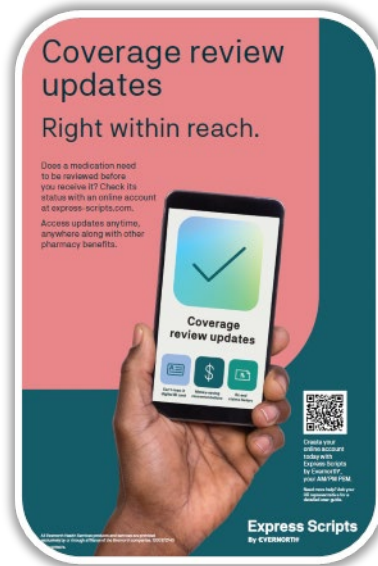
By creating your online account, you can easily keep track of your prescriptions and claims history

Keep Your Pharmacy Benefits Right Within Reach



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

Check Your Coverage Review Status



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

Can't-Lose-It Digital ID Card

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)

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

Money-saving Recommendations

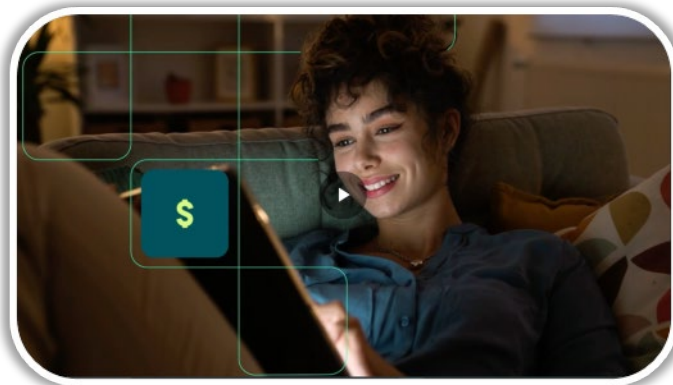
Keep all your pharmacy benefits in the palm of your hand by creating your online account

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.

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!



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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 on the Express Scripts® mobile application.

- 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 mobile app, we recommend also registering or logging in to the Express Scripts mobile app 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. Download our mobile app, visit express-scripts.com or scan the QR code.



Note: The mobile app 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 on the More menu, then on Contact Us, located in the bottom menu of the app, after logging in.

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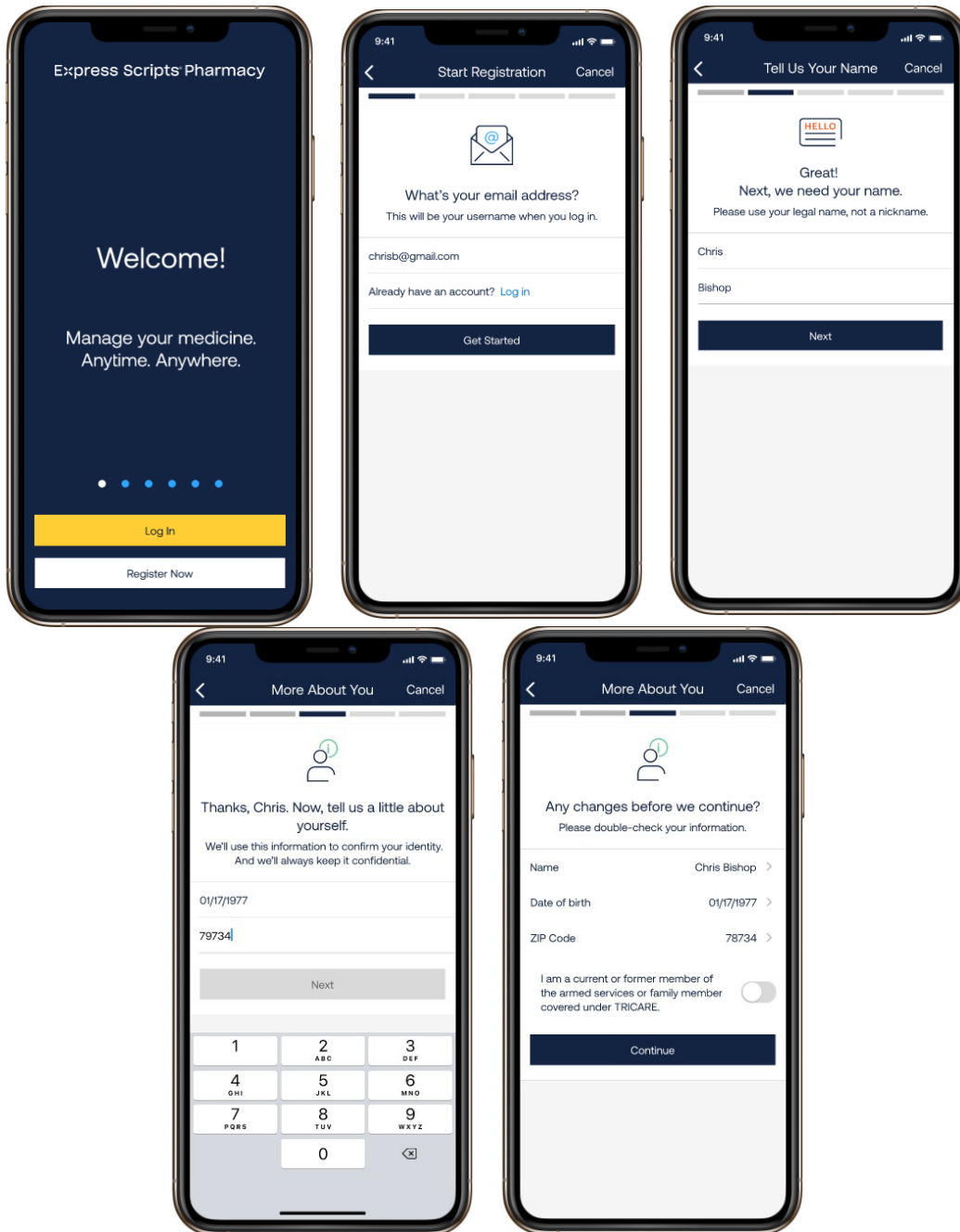
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REGISTER NOW

If you do not have an account set up, you can register on the mobile app's Welcome page. To register:

1. Touch **Register Now**
2. Enter your preferred email address and touch **Get Started**
3. Enter your legal first and last name, date of birth, and ZIP code
4. Review your information and press **Continue** to proceed to the next step



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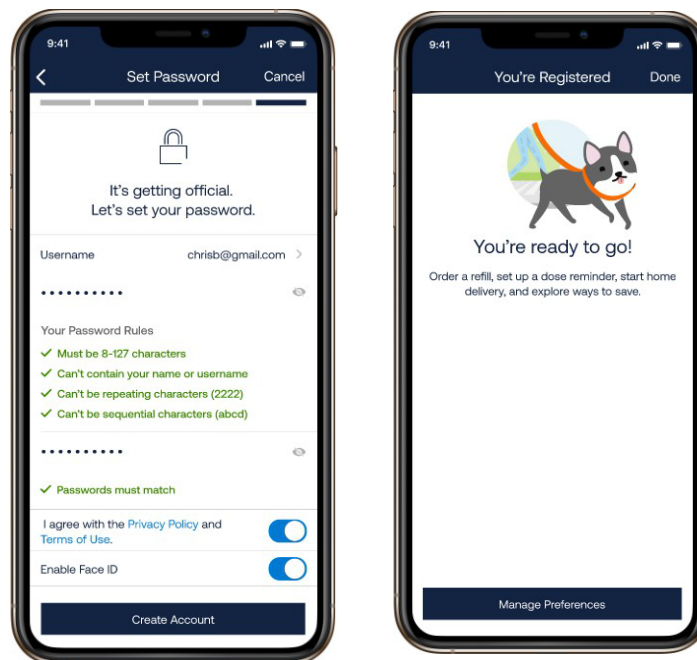
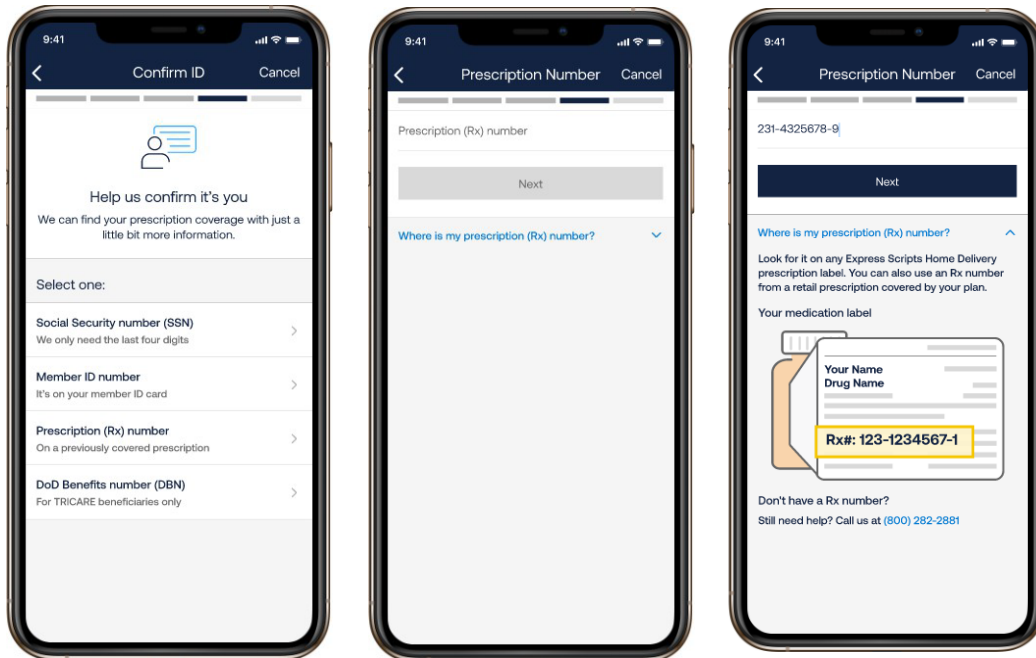
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After confirming your personal information, you will be asked to verify your identity via Social Security number (SSN), Member ID number, or your Prescription (Rx) number. You will then be prompted to:

1. Create your username and password
2. Agree to our Privacy Policy and Terms of Use
3. Enable Face ID or Touch ID, if you would like
4. And finally, touch **Create Account**



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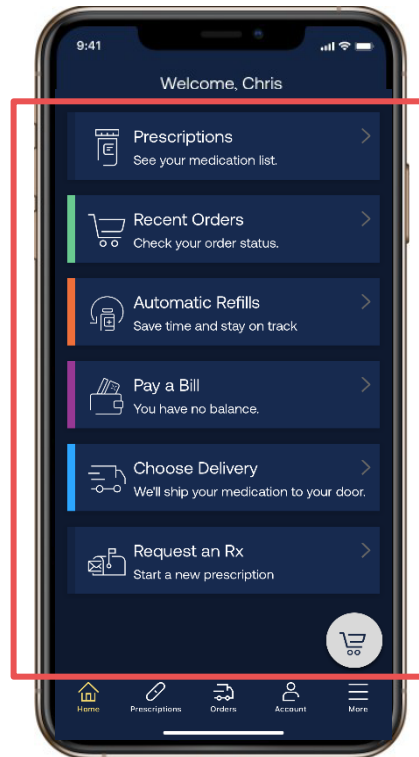
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MEMBER DASHBOARD

Once you are logged in, the first page you see on the mobile app is the Member Dashboard. On the dashboard, you can take a variety of actions, including viewing your medication list and recent orders, paying a bill and more. At any time during your experience within the mobile app, you can return to the Member Dashboard by selecting **Home**.



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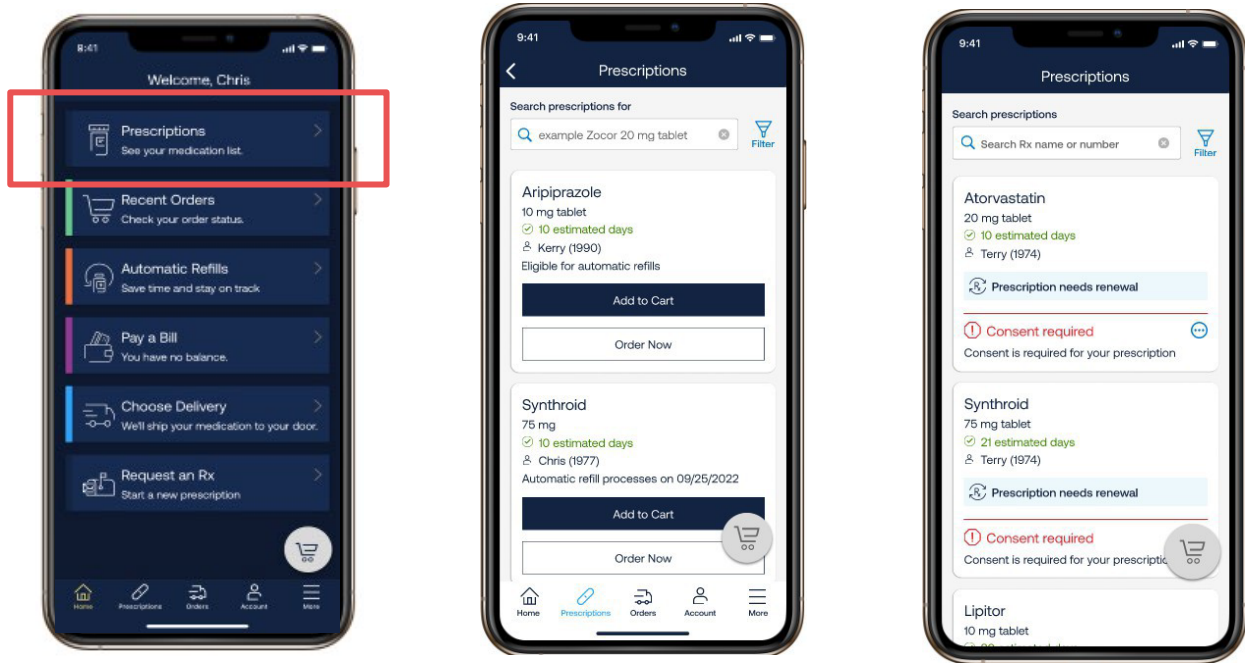
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PRESCRIPTIONS

You can take a variety of actions, including viewing your medication list, by touching **Prescriptions**. From there, you can add medications to the cart or touch **Order Now** to immediately order a fill of one medication. You can see:

- The estimated number of days you have left of your current medication
- If your medication is eligible for automatic refills
- When your automatic refill will process
- If the prescription for your medication needs to be renewed



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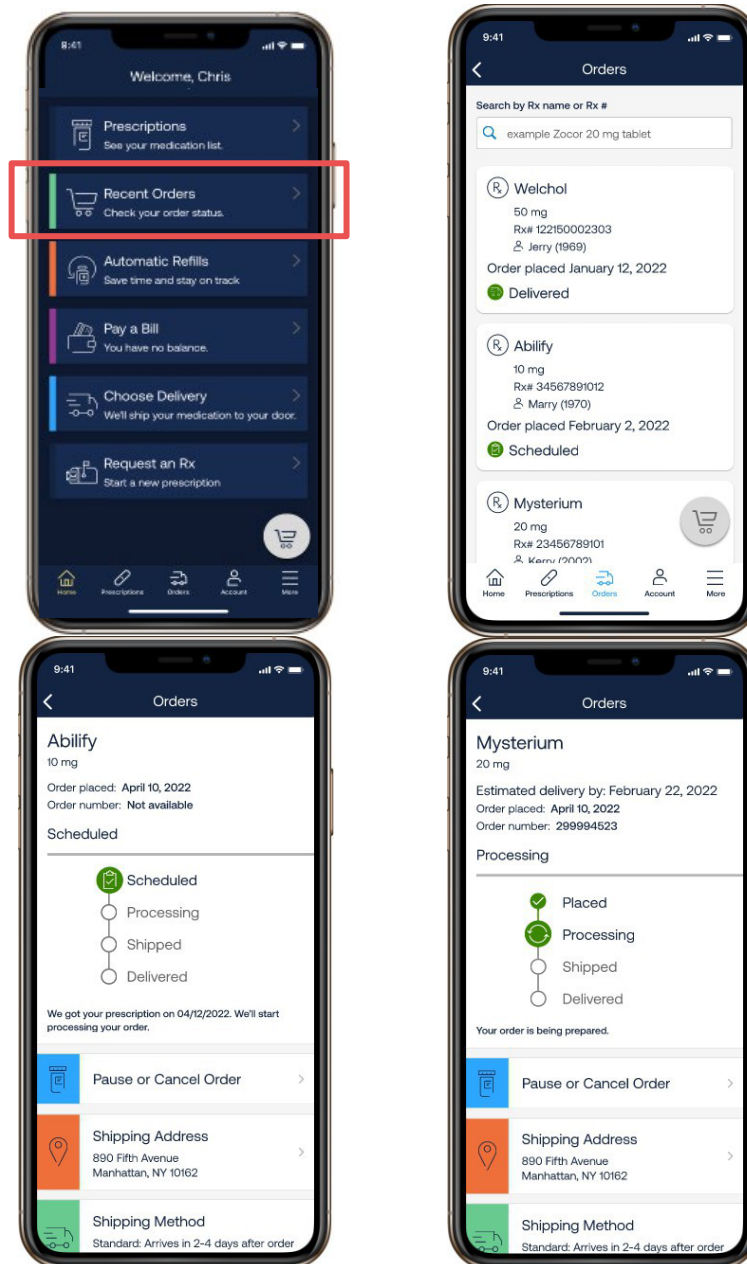


RECENT ORDERS

You can also use the dashboard to view recent orders. You will be able to see the summary and status of your orders and select specific orders to see what stage your order is in, including:

- Scheduled
- Processing
- Shipped
- Delivered

You can also pause or cancel your order and view your shipping address and shipping method.



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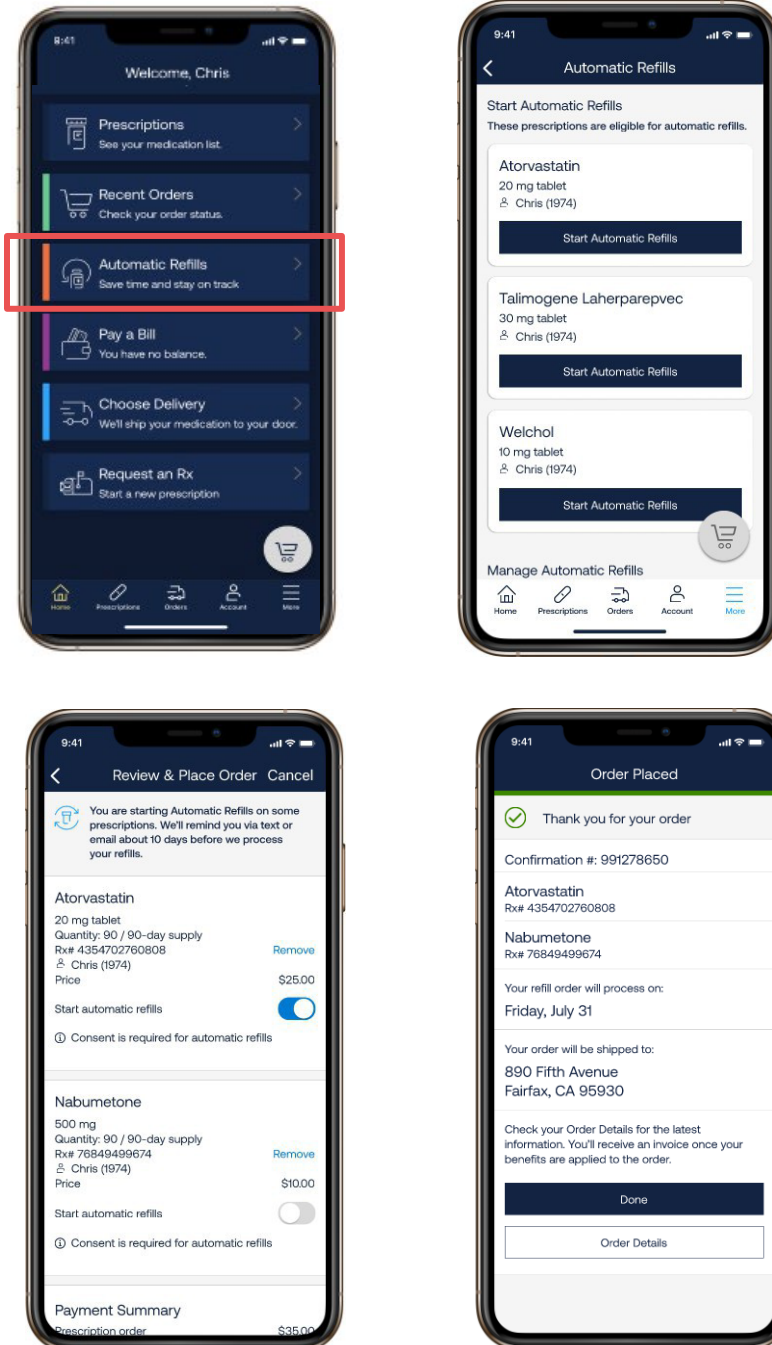


AUTOMATIC REFILLS

You can stress less and save more knowing your prescriptions are scheduled to be sent to your home. For eligible medications, automatic refills can be set up in a few simple steps:

1. Touch **Automatic Refills** on the main dashboard
2. You will see a list of eligible medications, then you can activate Automatic Refills as desired and order your medications.

You will be reminded via text or email 10 days before your prescription is processed.



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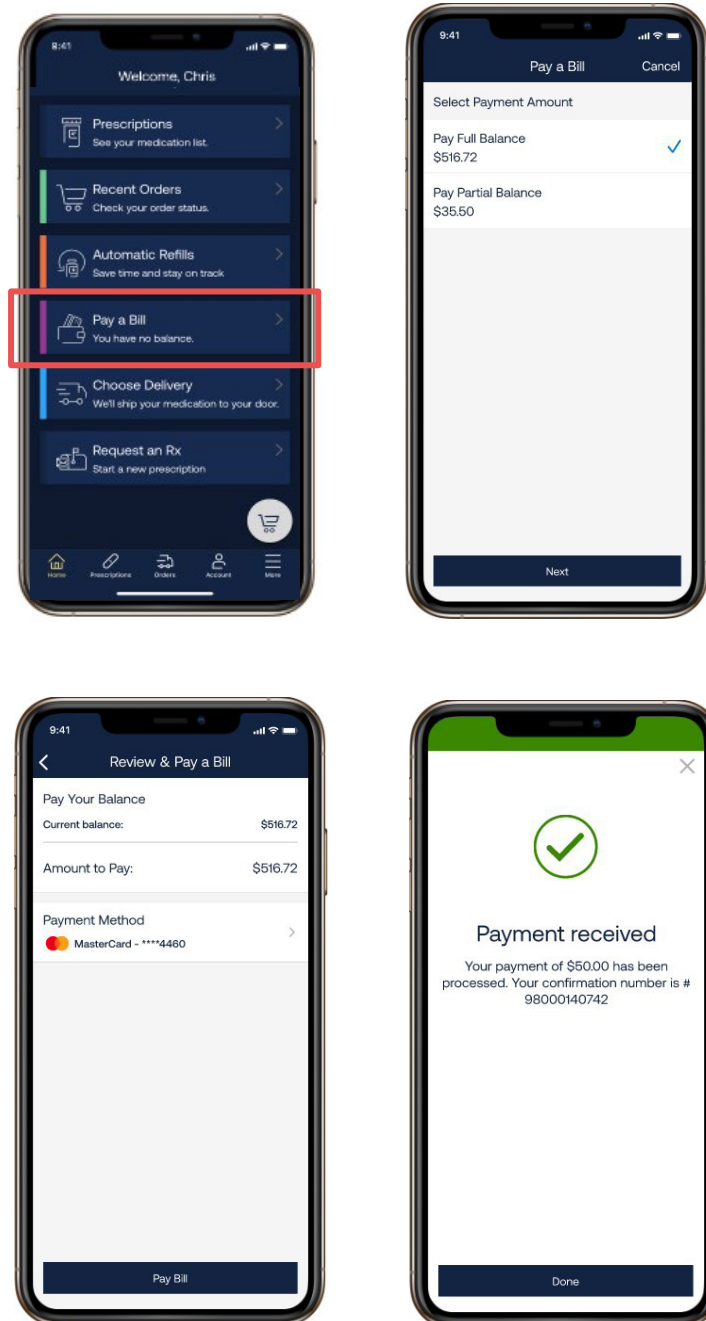


PAY A BILL

You can easily pay your bill by:

1. Touching **Pay a Bill** on the dashboard
2. Selecting the payment amount (full or partial)
3. Reviewing the chosen amount and payment method

Once submitted, you will receive a message alerting you that your payment was received, along with a confirmation number for your records.



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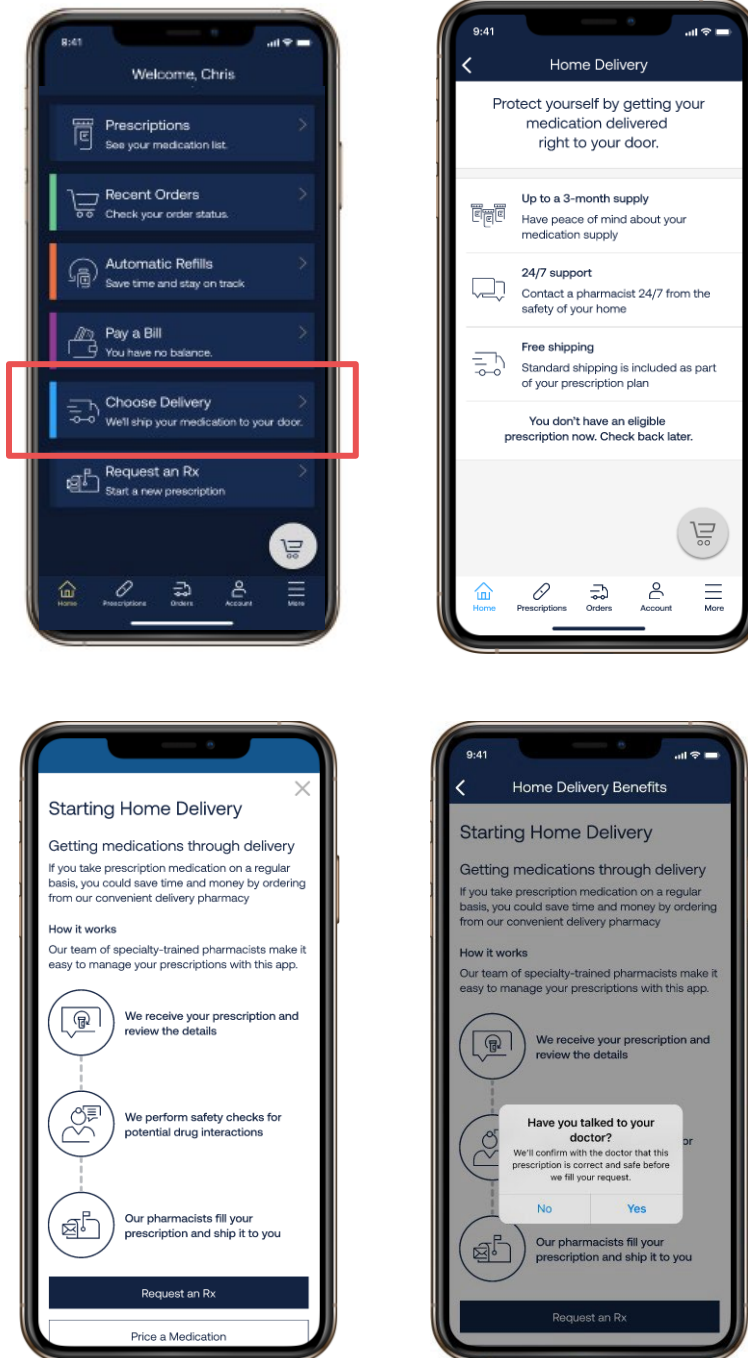
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CHOOSE DELIVERY

If you want to stress less and save more on your medications, you can choose to have your medications delivered right to your door. To enroll in home delivery:

1. Touch **Choose Delivery** on the dashboard
2. View medications that are eligible for home delivery



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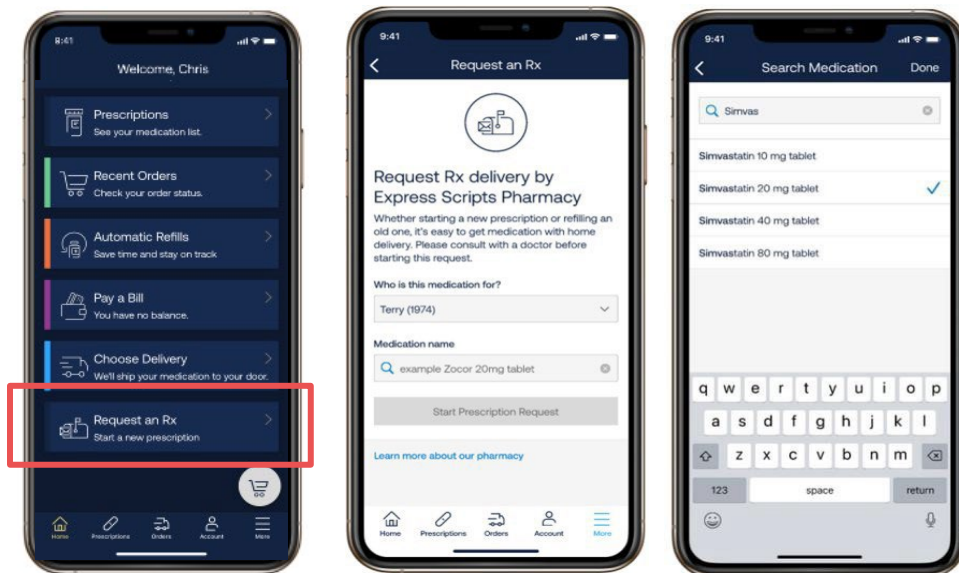
REQUEST AN RX

You can also request a prescription, which prompts Express Scripts pharmacists to connect with your prescriber to ensure the medication is correct and safe. To submit a request:

1. Touch **Request an Rx** on the dashboard
2. Select who the medication is for and the correct medication name, dosage and strength
3. Touch **Start Prescription Request**
4. Indicate whether you have talked to your doctor or if you would like to connect with a doctor through MDLIVE®

If you select Yes, indicating you have talked to your doctor, you will be prompted to confirm which doctor should be contacted to ensure the medication is correct and safe before filling the request.

If you select No, a message will be populated telling you that you must talk to your doctor before we can fill the request. You can simply tell your doctor to send the prescription to Express Scripts Pharmacy by Evernorth®.



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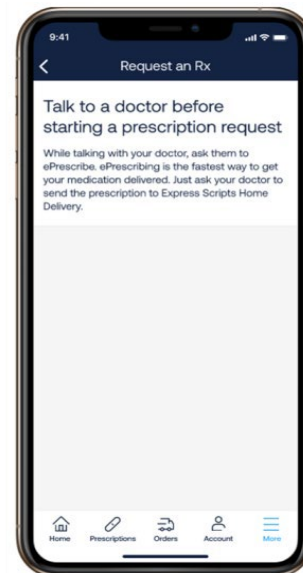
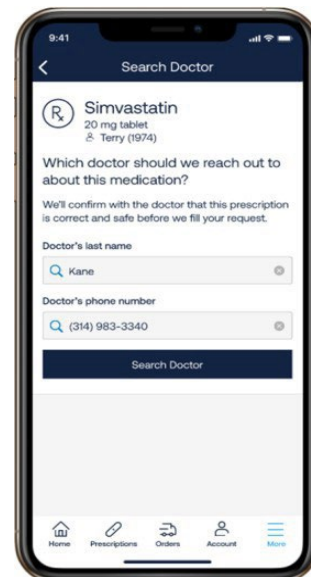
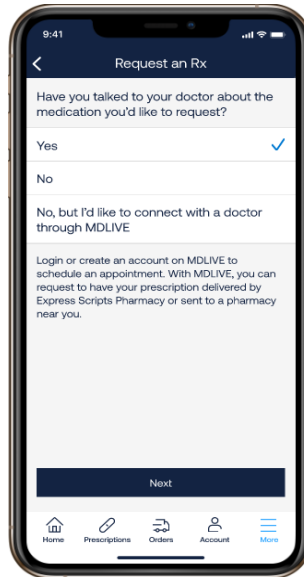
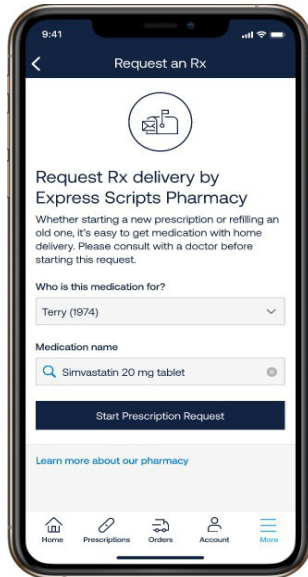
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REQUEST AN RX, CONTINUED



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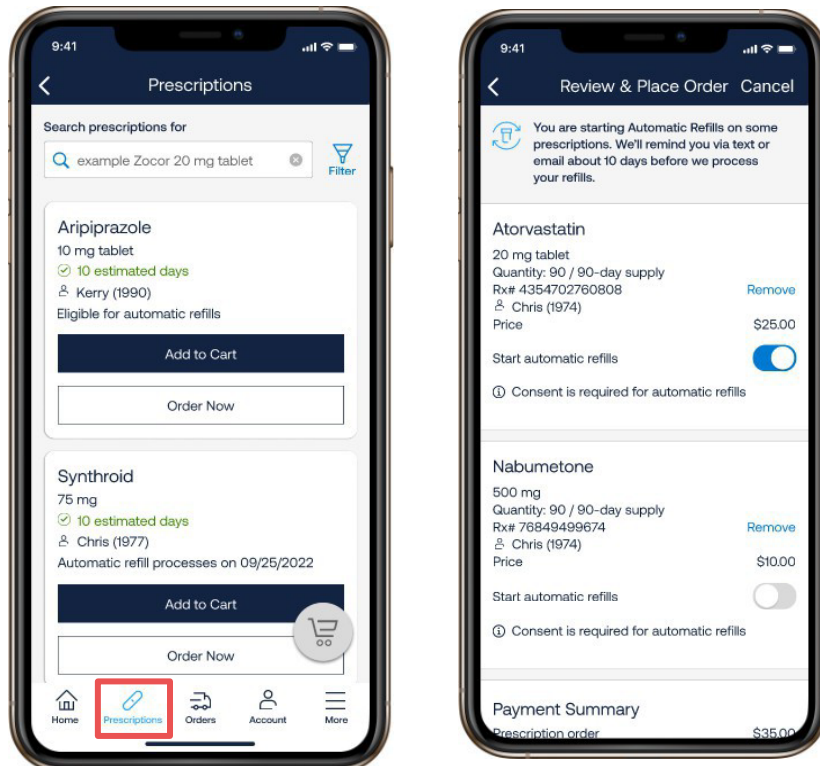
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MEDICATION LIST

You can view a complete list of your medications by touching **Prescriptions** at the bottom of your screen. You can see:

- The estimated number of days you have left of your current medication
- If your medication is eligible for automatic refills
- When your automatic refill will process
- If the prescription for your medication needs to be renewed



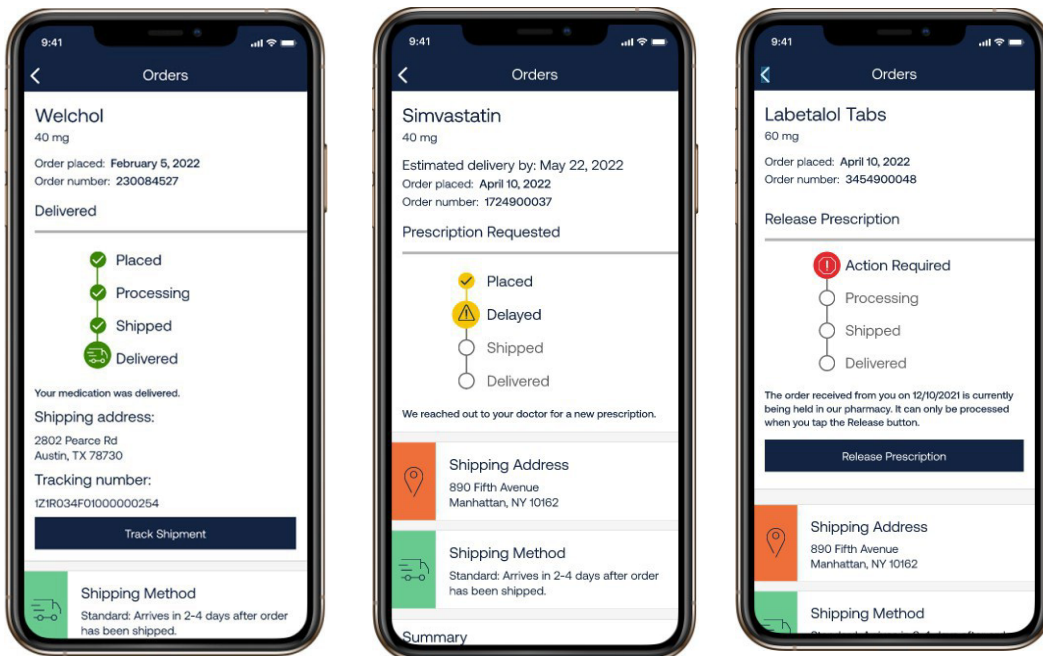
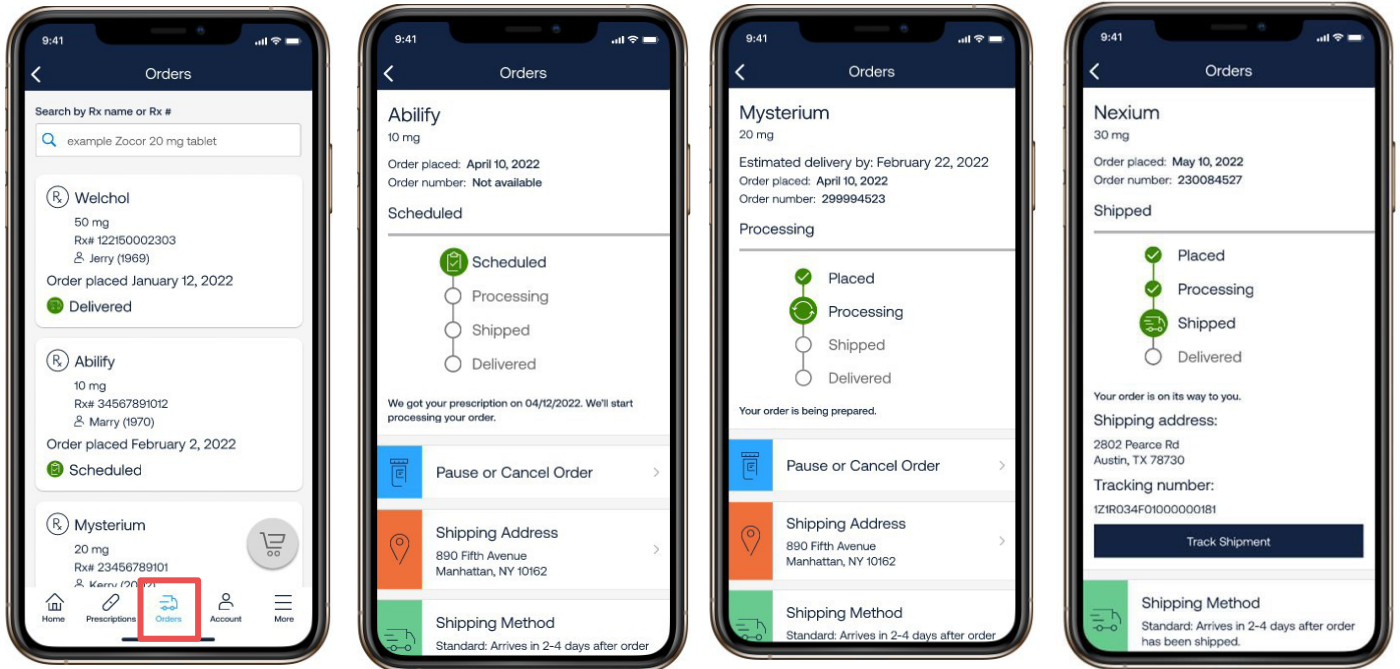
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ORDER REVIEW

You do not need to navigate back to Home on the dashboard to view your orders. You can simply touch **Orders** at the bottom of your screen. You will then be able to see a summary and the status of your orders.



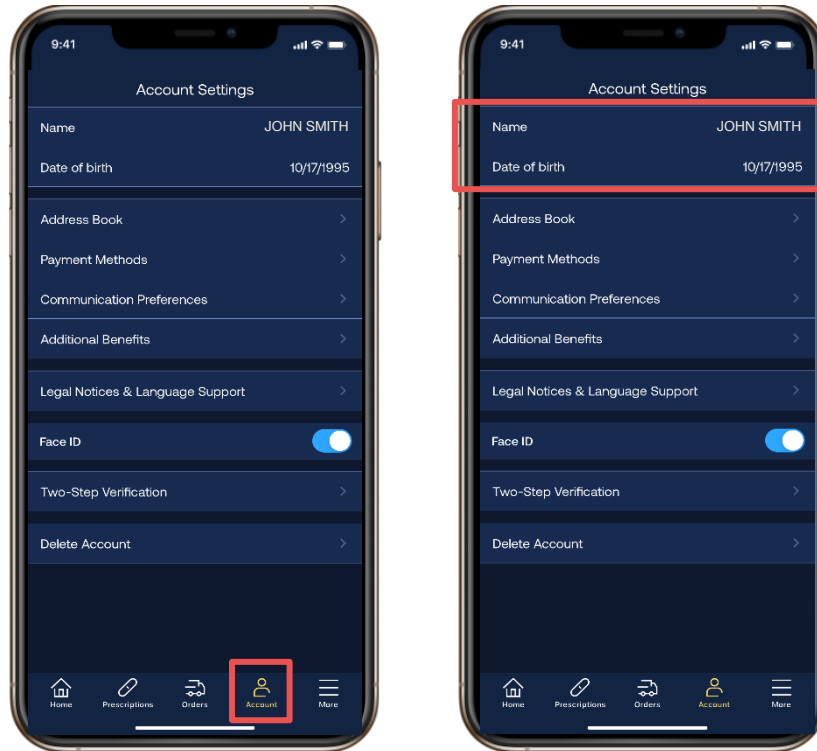
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PERSONAL INFORMATION

You can view your personal information by touching **Account** at the bottom of your screen including your first and last name and your date of birth.



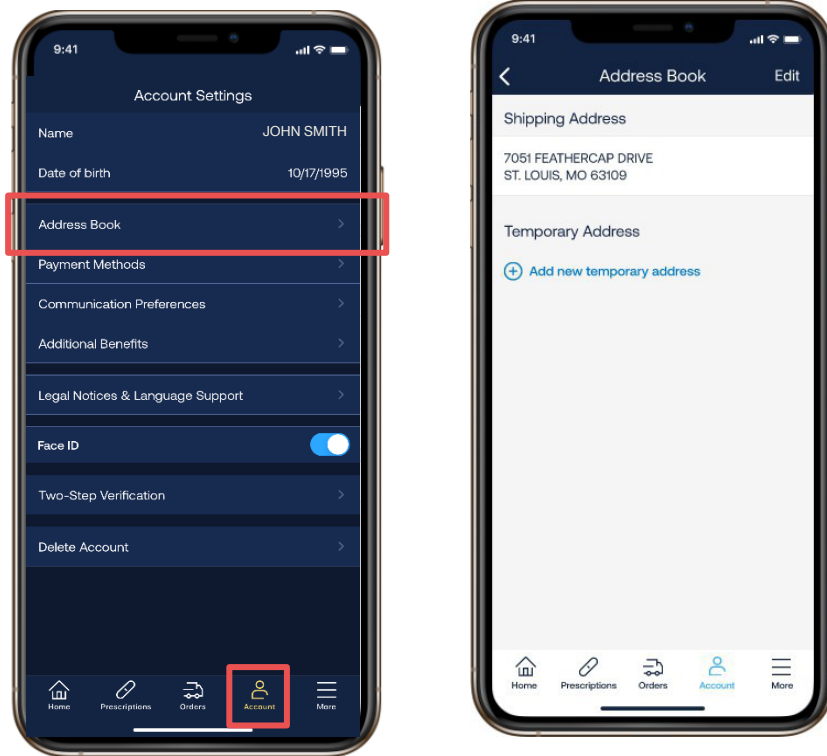
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ADDRESS BOOK

To view your shipping address, you can touch **Address Book**. If the shipping address is different from your main address, you can add a temporary address.



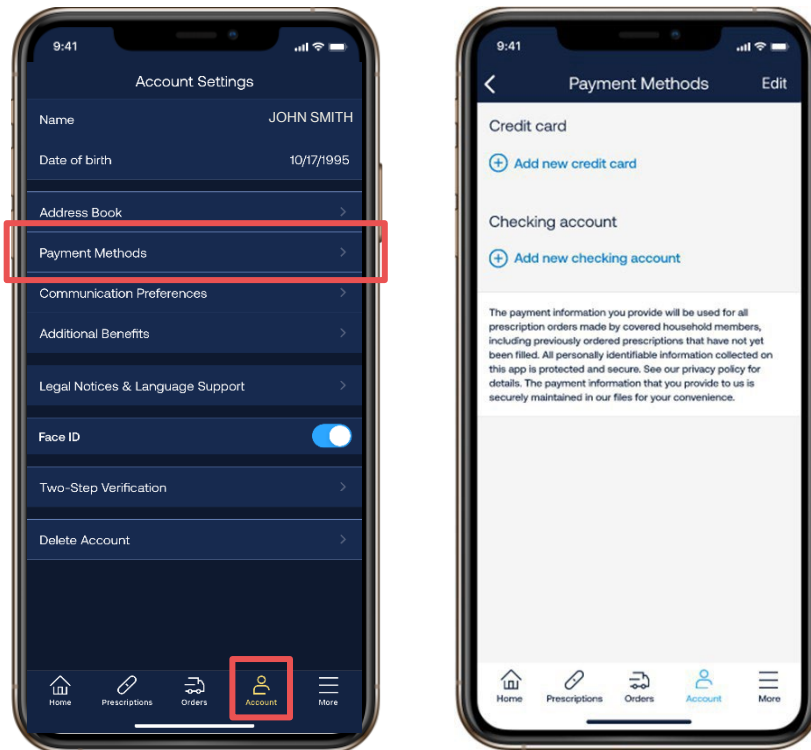
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PAYMENT METHODS

You can add a credit card or checking account to easily pay your bill by touching **Payment Methods**, found by selecting **Account** at the bottom of your screen.



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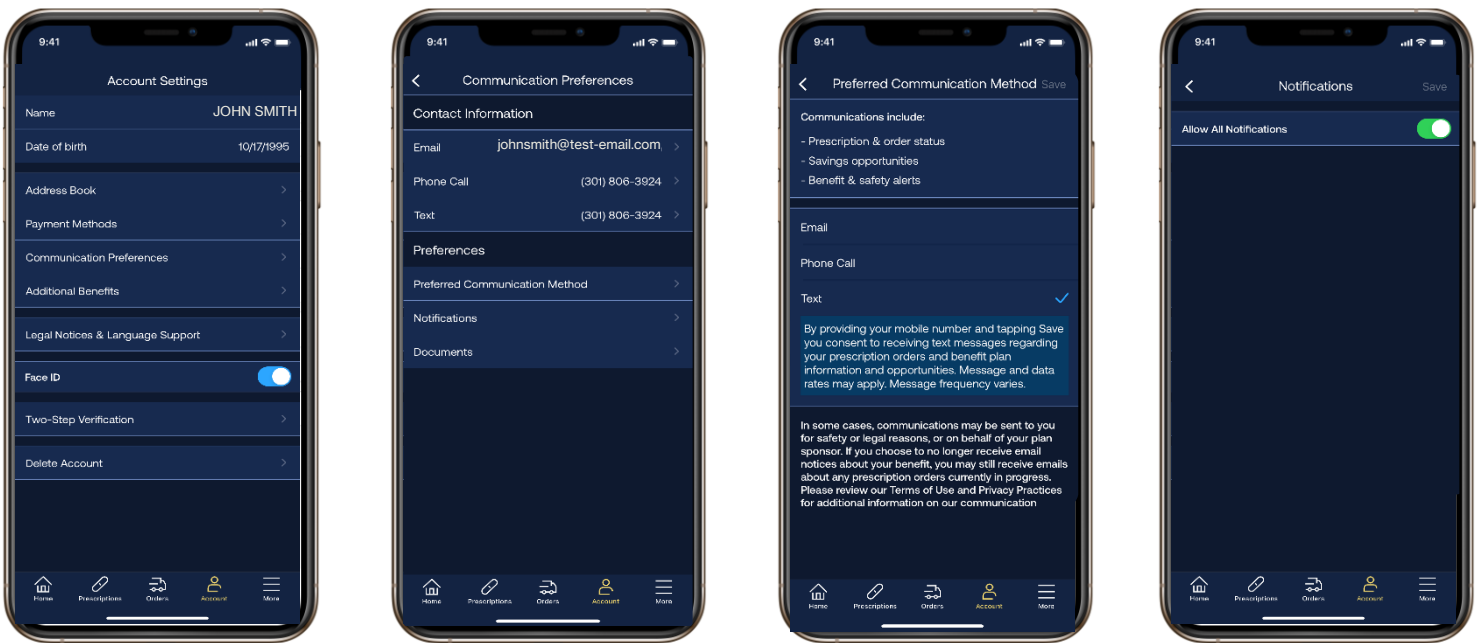


COMMUNICATION PREFERENCES

You can easily manage your communication preferences on the mobile app by:

1. Navigating to **Account**
2. Touching **Communication Preferences**

There, you can select your preferred communication method, such as email, call, and text. You can also turn on push notifications, allowing the app to send you notifications about your order if your benefit includes home delivery. This ensures you stay informed in the way that best suits your needs.



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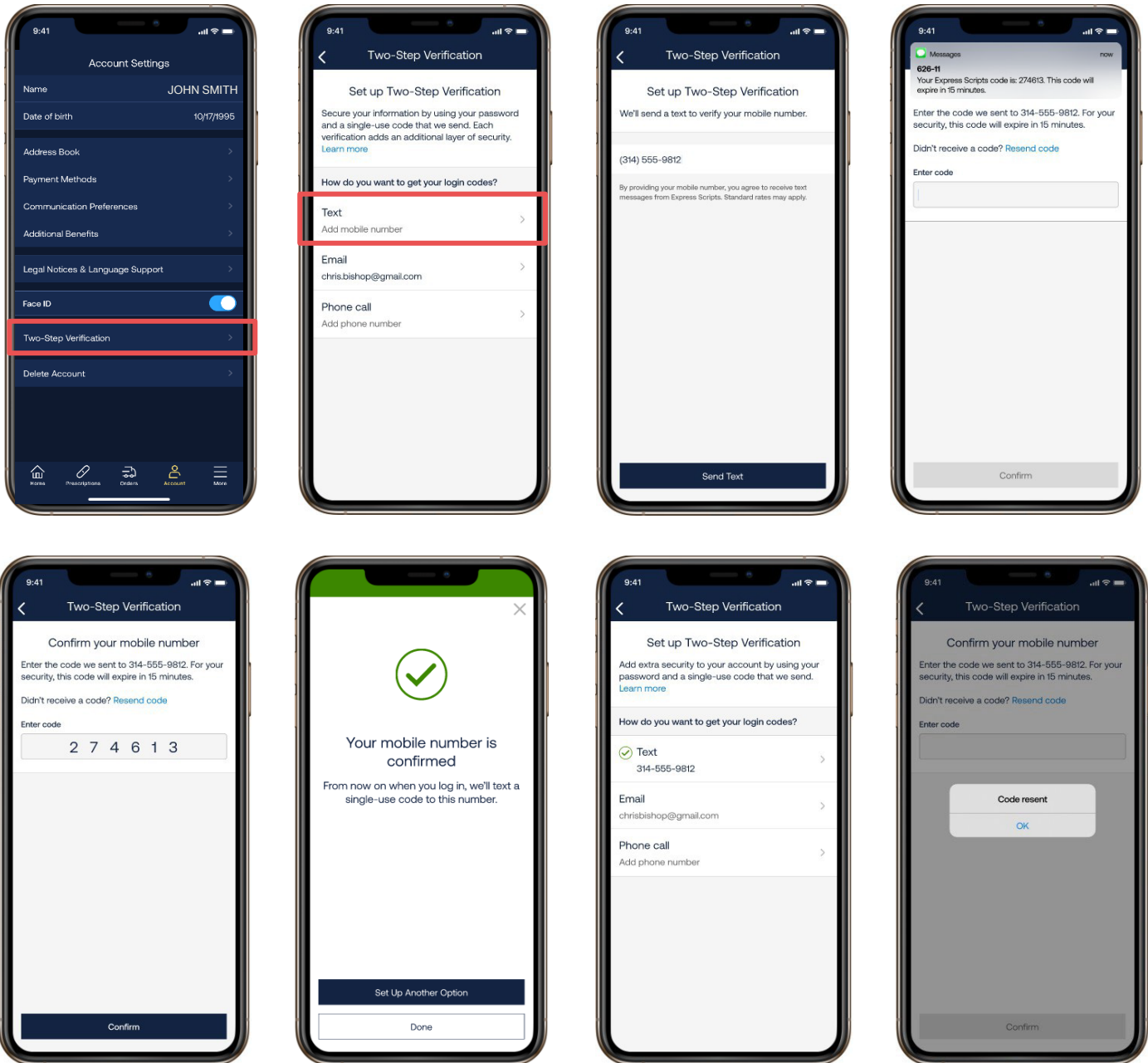
TWO-STEP VERIFICATION VIA TEXT MESSAGE

To ensure secure login, you are required to set up a two-step verification via text message, email, or phone call. To do so, you should:

1. Touch **Account** at the bottom of your screen, then **Two-Step Verification**
2. Choose how you want to receive your login code, by Text, Email or Phone Call

The following showcases a **Text** selection.

If you use Face ID or Touch ID, you can bypass the two-step verification process after the initial setup.



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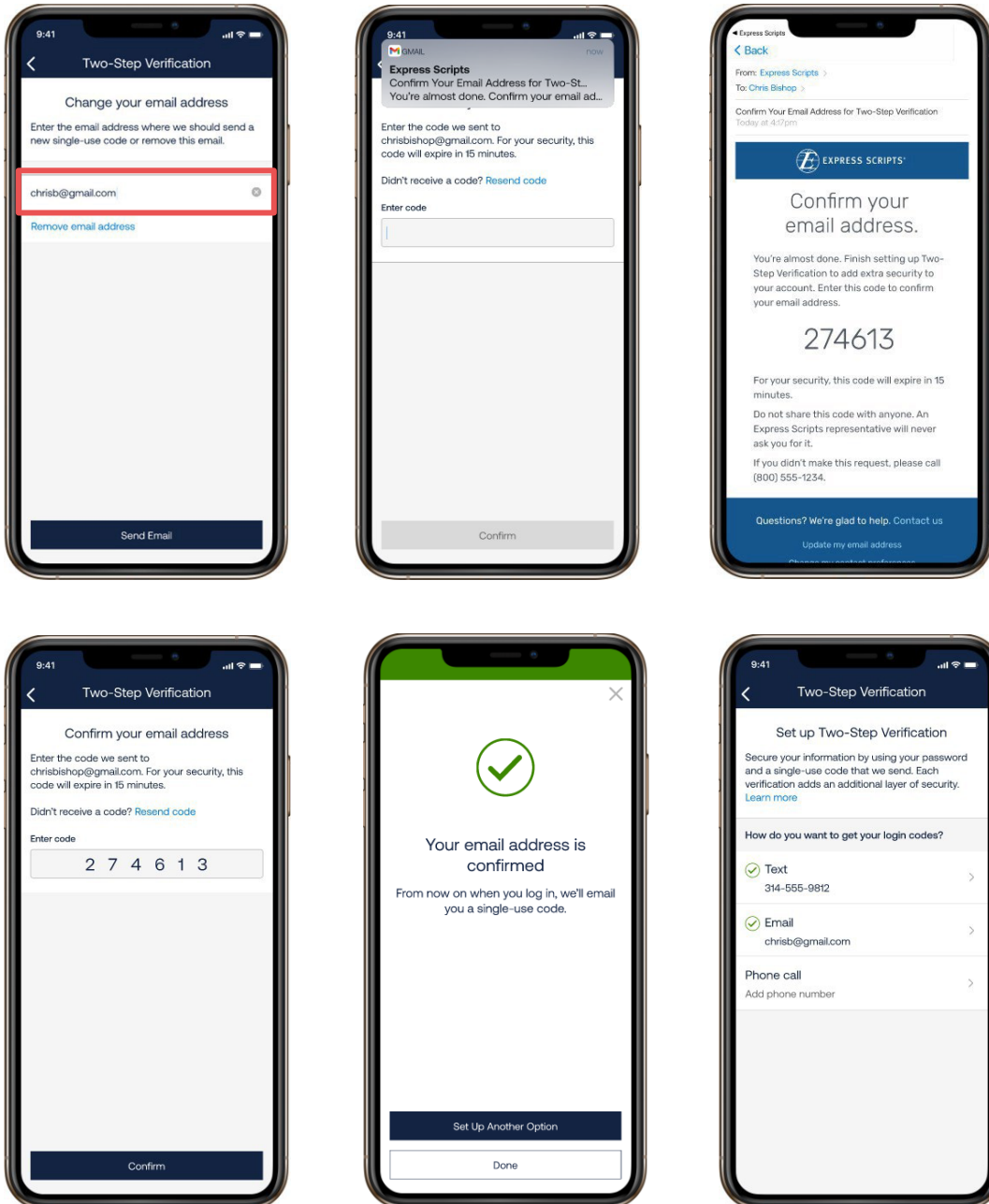
TWO-STEP VERIFICATION VIA EMAIL

To verify your account via email, you can:

1. Touch **Account** at the bottom of your screen, then **Two-Step Verification**
2. Choose how you want to receive your login code, by Text, Email or Phone Call

The following showcases an **Email** selection.

If you use Face ID or Touch ID, you can bypass the two-step verification process after the initial setup.



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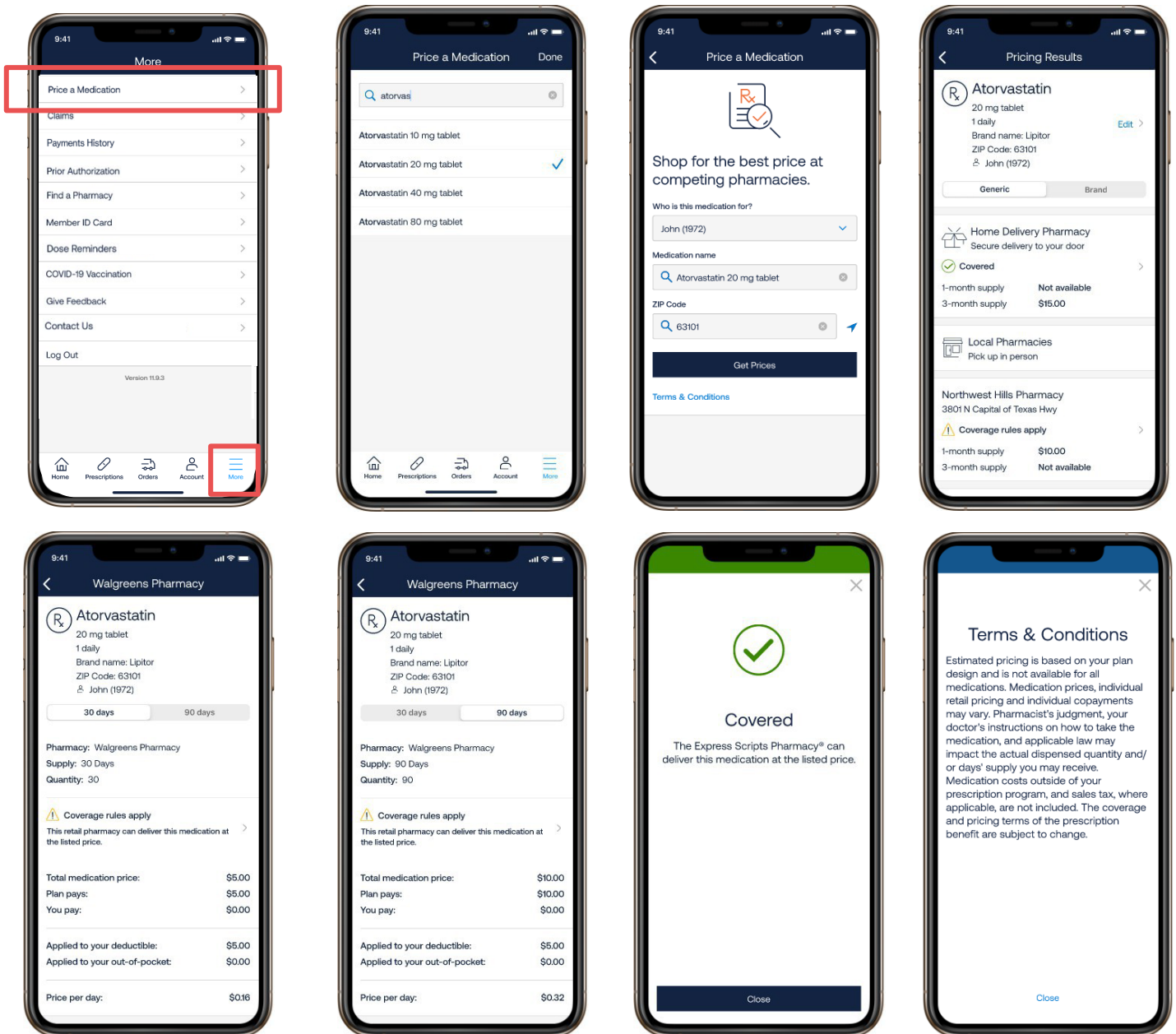
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PRICE A MEDICATION

Knowledgeable members are more confident members. That is why we advocate for you to compare and find the best price and savings that work best for your prescription plan. To price your medication, you can:

1. Touch **More** at the bottom of your screen, then **Price a Medication**
2. Input your medication, including dosage information if available, to get prices from pharmacies in your network and see if it is covered using Express Scripts Pharmacy home delivery.



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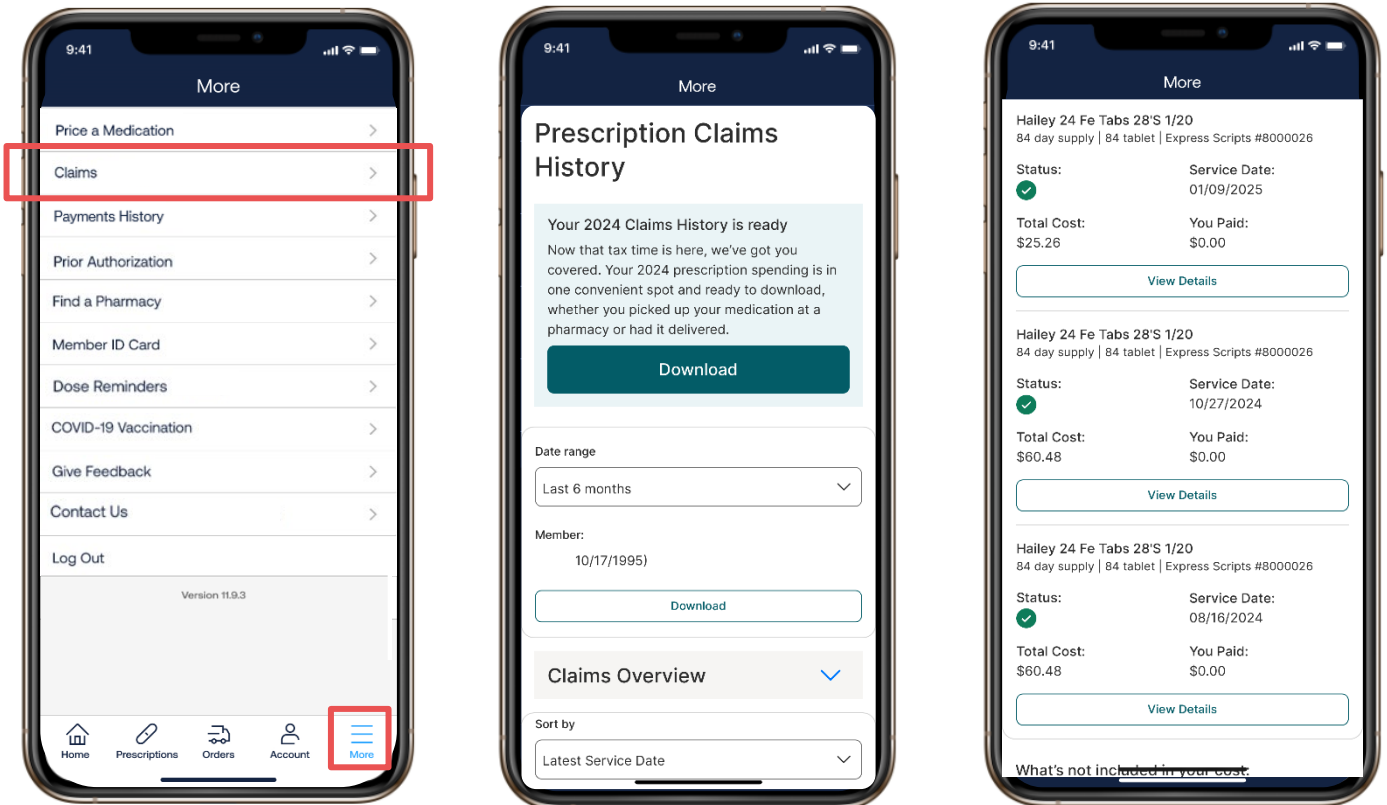


CLAIMS

You can keep your claims history and information right within reach. You can access your prescription claims history by:

1. Touching **More** and then **Claims**

After choosing Claims, you will be navigated to your Claims History where you can download the prior year's Claims History, review the current year's claims, and adjust the date range if needed.



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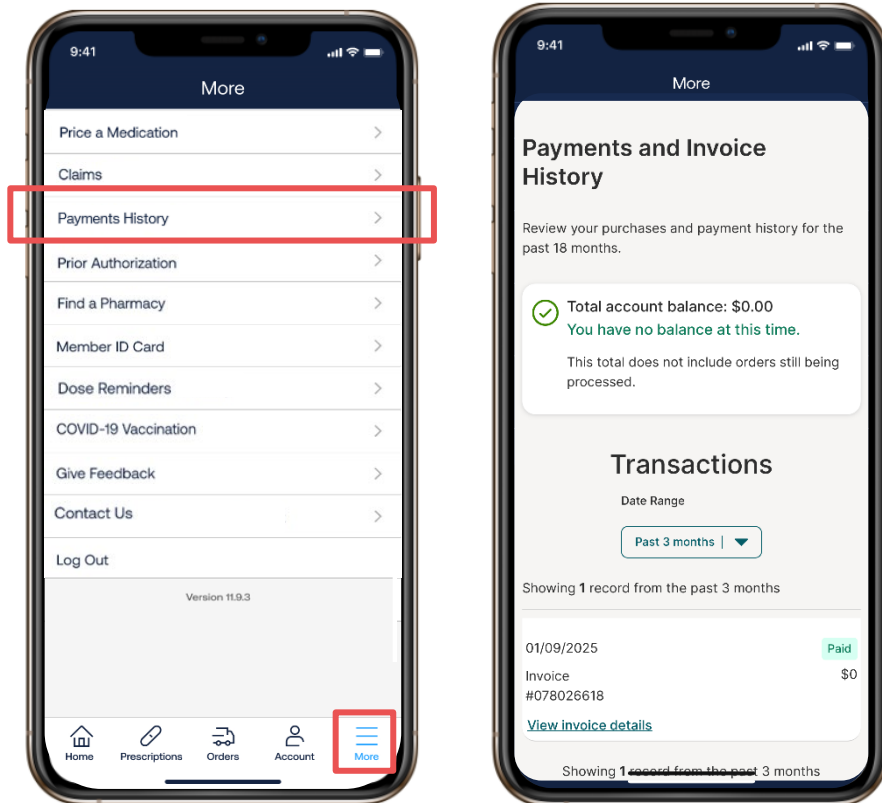


PAYMENTS HISTORY

In addition to reviewing your claims, you can also review your Payment History referencing those claims.

1. By touching **More** and then **Payments History**, you will be led to an additional screen of your transactions, status of the transaction, and any outstanding balance if you have one.

You can now get this information directly through the app without having to use your web browser.



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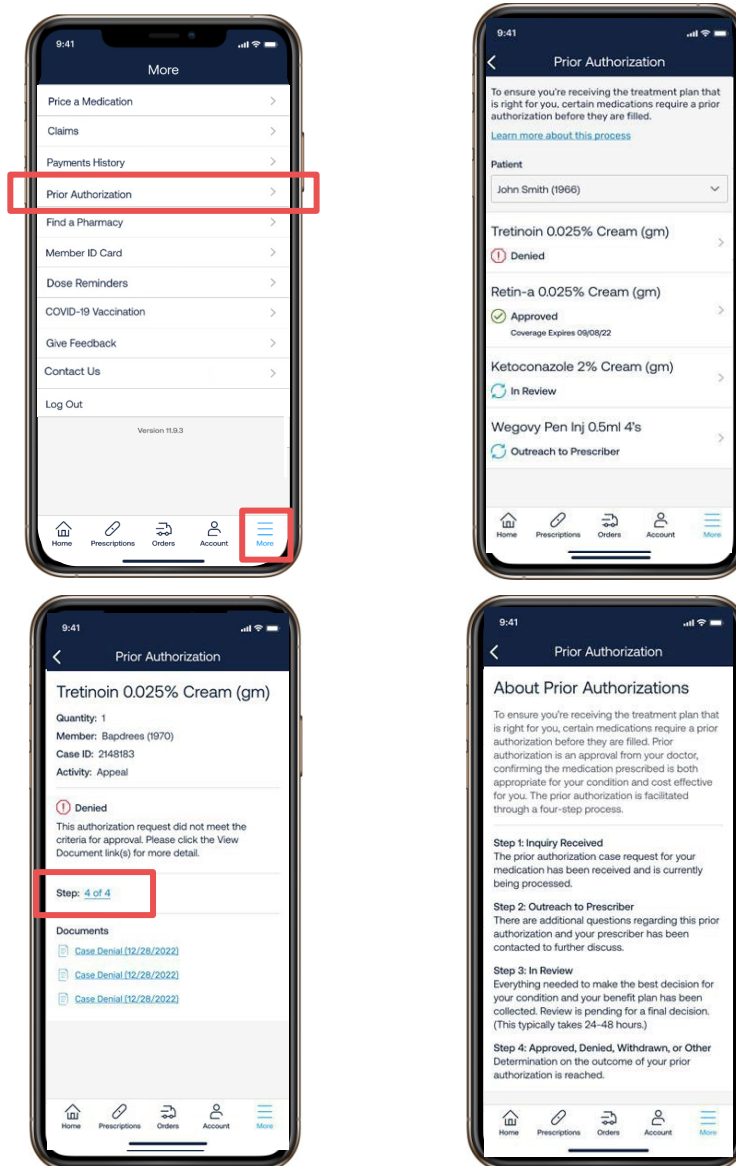


PRIOR AUTHORIZATION

This new feature allows you to check the statuses of your coverage reviews, also known as prior authorizations (PAs), for you and any of your dependents.

1. Click **More**, then **Prior Authorization** on the menu options.
2. When you click on a specific PA, it will display more information, such as a description of the status and which step the PA is in. You will also have the ability to download documents related to the PA as PDFs.

If you want to learn more about the current status of the PA, you can either click on the “Step: # of 4” link on the details screen, or you can click on the “Learn more about this process” link in the PA list screen to open an informational screen that gives detailed information about each step.



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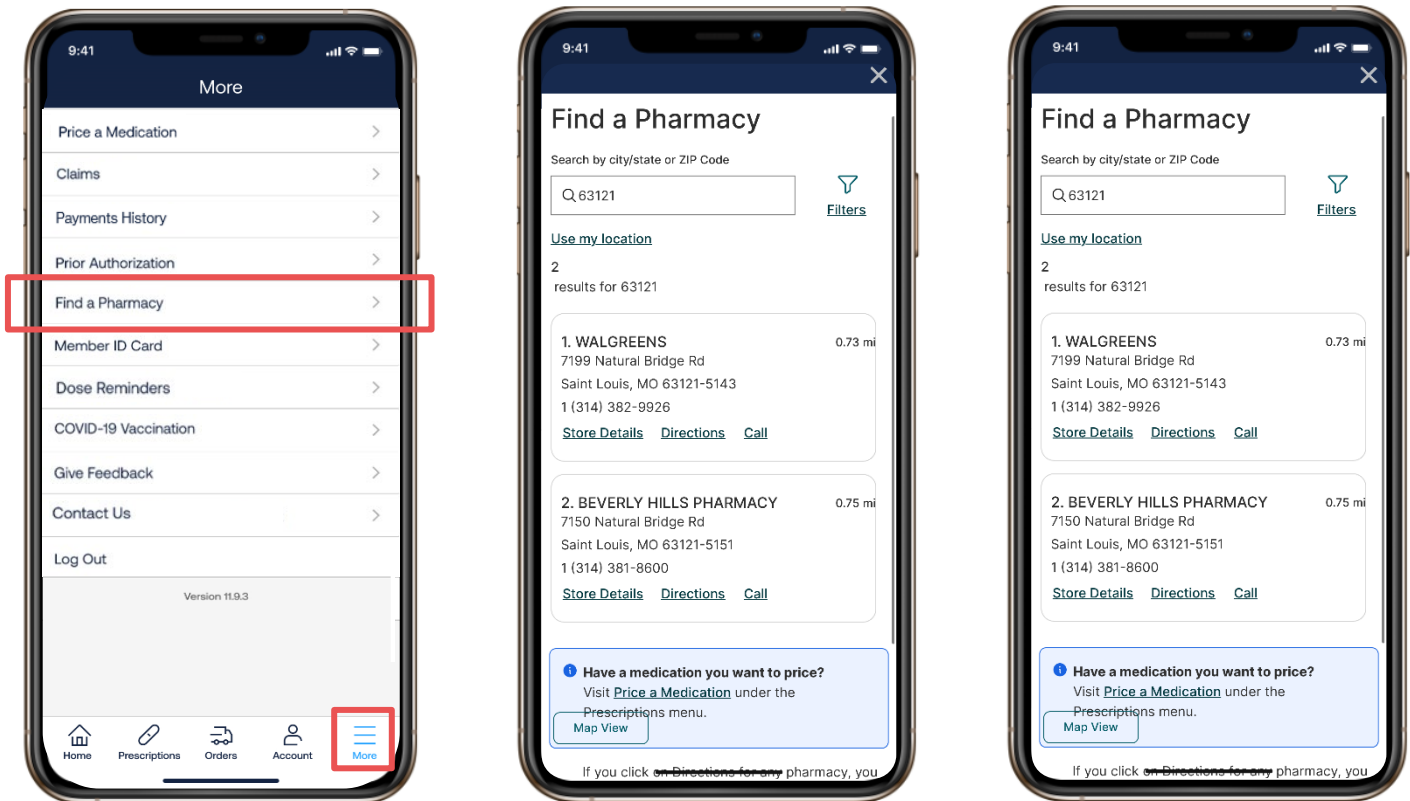


FIND A PHARMACY

Ensuring that you are getting the right medication, right quantity at the right pharmacy is vital when it comes to saving you money. You can look up a pharmacy that aligns with your benefit and network based on your location by:

1. Touching **More**, then **Find a Pharmacy**

You can then filter search results, review options in the list view or map view, and can directly navigate to Price a Medication from these screens.



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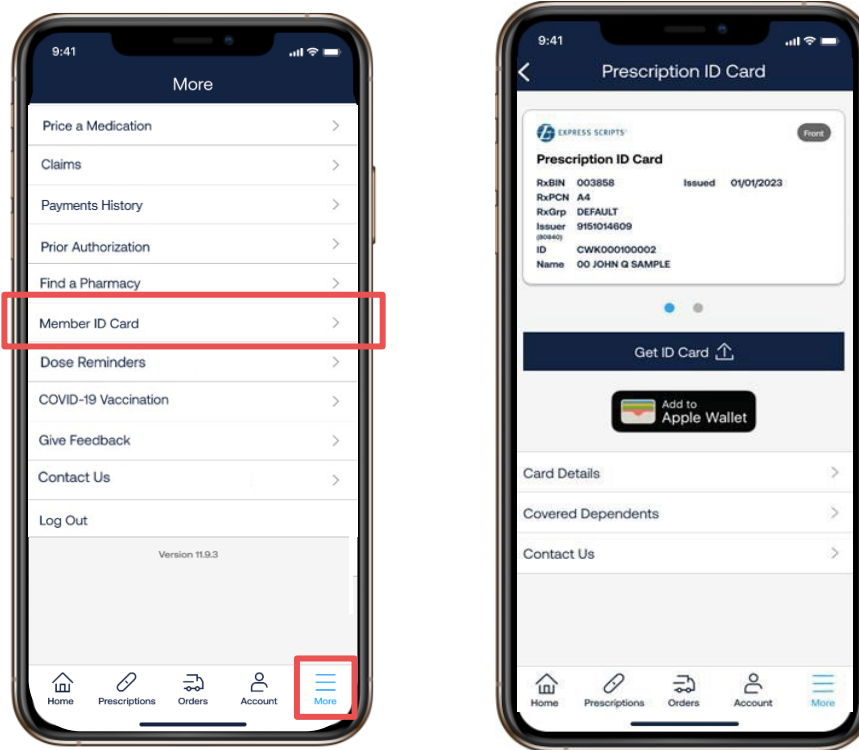
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MEMBER ID CARD

As the world changes, so do we, and that is why you can access your ID card digitally from the mobile app. Having a prescription ID card on hand has never been easier.

On the app, you can show your ID card at the pharmacy, print and download the ID card or add it to your Apple Wallet or Google Wallet.



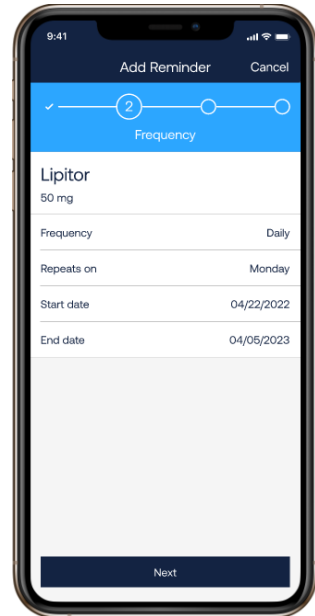
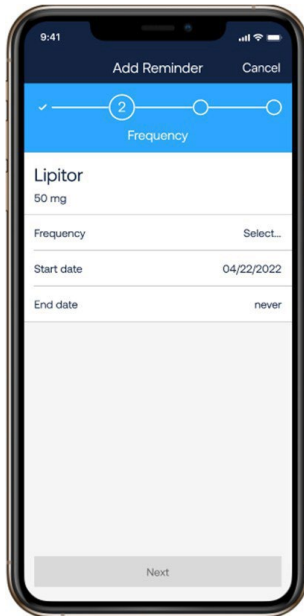
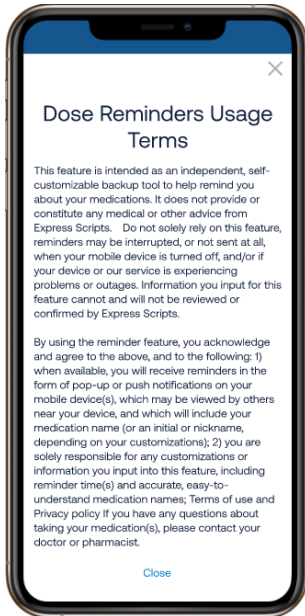
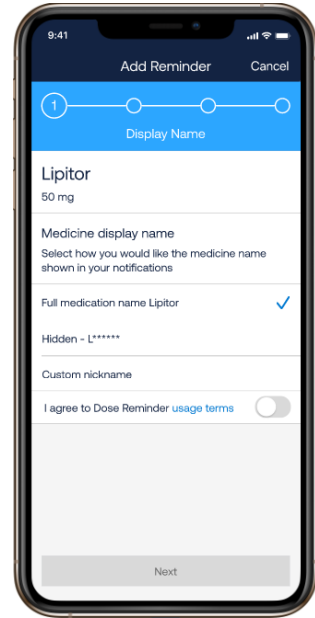
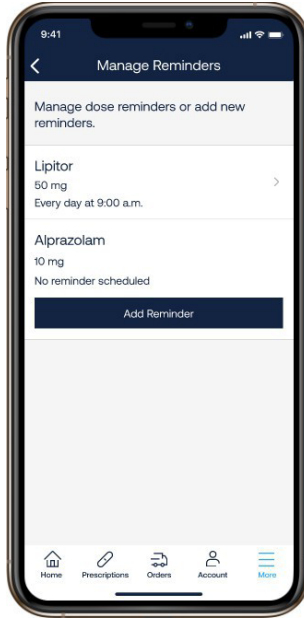
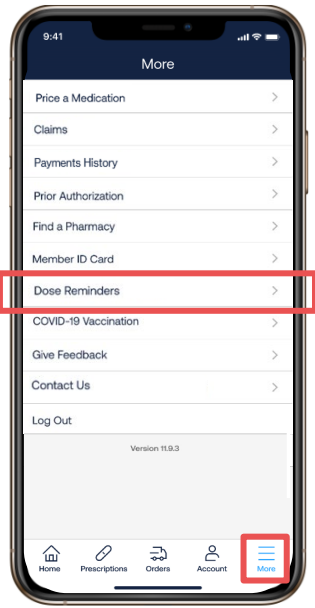
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DOSE REMINDER

You can create a dose reminder alert to help you stay on track with your medication regimen. To create a reminder, you can touch **More** at the bottom of the screen, then **Dose Reminder** and follow the instructions.



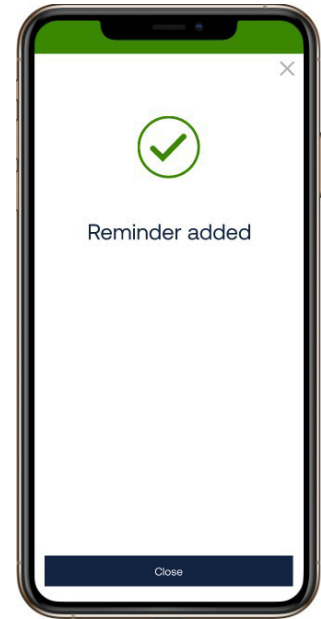
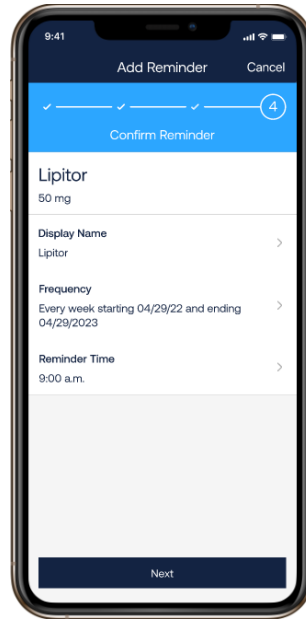
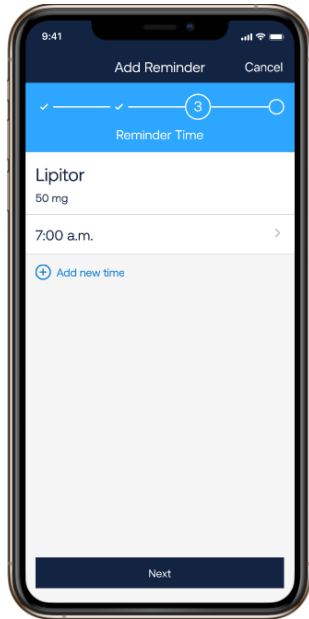
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DOSE REMINDER, CONTINUED



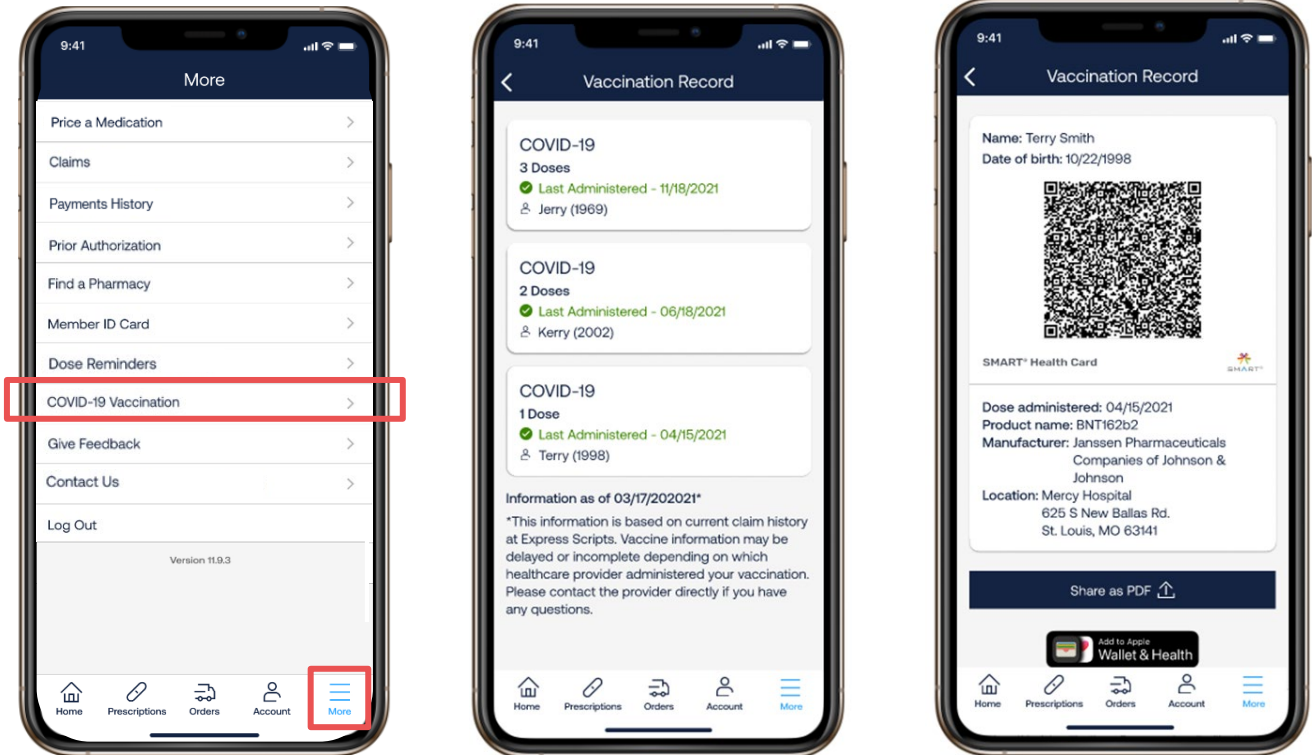
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COVID-19 VACCINATION

In addition to the other selections in the More menu, you can record your COVID-19 vaccination status, if desired. To view your status, you can touch **COVID-19 Vaccination** to see when your last vaccination was administered and how many doses you have received. You also have the ability to add your Vaccination Record via QR code to your Apple Wallet or Health App.



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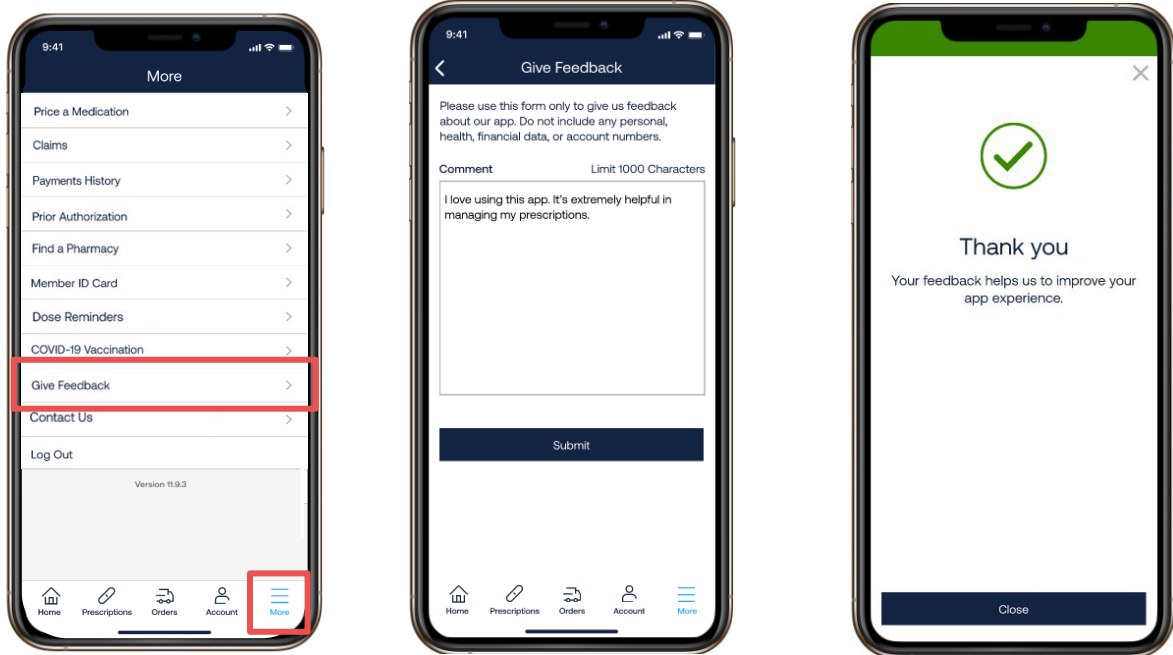
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GIVE FEEDBACK

We are always trying to become better and ensure that you feel like you are heard and understood. You can give us your opinions and experiences with the mobile app by:

1. Touching **More** at the bottom of your screen, then **Give Feedback**
2. Inputting your comments and selecting **Submit**



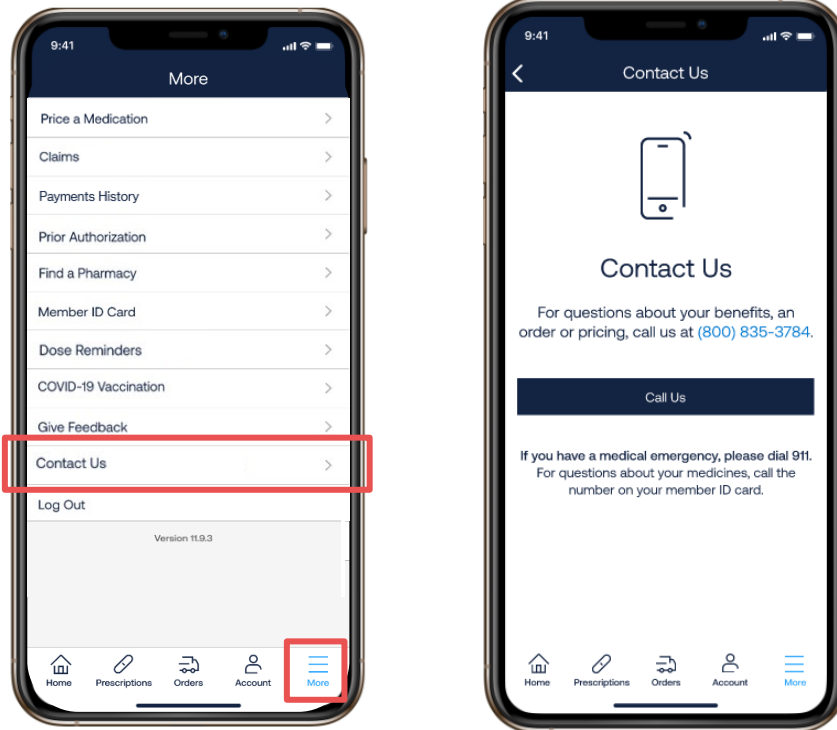
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CONTACT US

We understand that pharmacy benefits can be confusing, so if you have questions about your medications or pharmacy benefits, you can touch **More** at the bottom of your screen, then **Contact Us** to speak to a representative.



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