



**EXPRESS SCRIPTS®**

P.O. Box 66773  
St. Louis, MO 63166-6773

**After July 1, 2017,  
you must update how you get certain  
medicine to avoid paying full price.  
Let us help.**

Express Scripts manages your prescription plan. We're working to help reduce the costs of medicines commonly used to treat diabetes<sup>1</sup>. This includes some medicine you currently take. After July 1, 2017, you'll need to start getting this medicine from a new network of pharmacies. These pharmacies control costs by giving you 3-month supplies of diabetes medicine with each refill. The network includes select pharmacies near you or delivery from the Express Scripts Pharmacy<sup>SM</sup>.



**You've got choices about how to use the new network.**



**Compare your options**

**Use our online tool at [esrx.com/select](http://esrx.com/select).** You can see locations of Walgreens and other pharmacies in the network, compare prices, and walk through the steps to transfer your prescription(s).

**Get your medicine delivered by the Express Scripts Pharmacy<sup>SM</sup>**



**Call us at 855.778.1448.**

A prescription benefit specialist will answer your questions and help you transfer your prescription(s).

**Pick up your medicine at a Walgreens**



**Call Walgreens at 877.606.3521.**

A representative will transfer your prescription(s). Or you can visit your Walgreens location.

We want to make sure you get the most from your benefit and avoid paying the full price for your medicine. To learn more about your options, you can find answers to common questions on the other side of this letter.

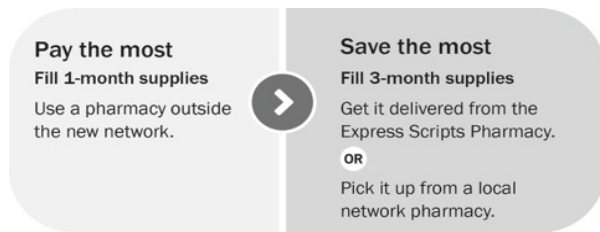
Thanks for being a valued Express Scripts member.

Sincerely,

Susan E. Anselmi, Registered Pharmacist  
Express Scripts

## Answers to Common Questions

**What happens if I don't make a choice?** Soon after July 1, 2017, your plan will not cover medicine used to treat diabetes, unless it is filled for a 3-month supply using the new pharmacy network. **If you are taking this medicine, you'll pay the full cost for it if you do not choose one of these options.**



**What is the select pharmacy network?** Pharmacies in this new network help control costs and improve health outcomes by providing a 3-month supply of medicine at each refill. The network includes pharmacies near you, as well as the Express Scripts Pharmacy, which delivers your medicine with free standard shipping<sup>4</sup>.

**Why is a 3-month supply better for these medicines?** With a 3-month supply, you're less likely to miss a dose, which can keep you healthier. Also, you don't have to refill as often, which can save you time and money.

**What does "full price" mean?** "Full price" is the price you would pay for your medicine without a copayment or coinsurance. For example, the price of the medicine might be \$75, but with a copayment or coinsurance, your payment might be only \$20. "Full price" means you would pay the entire \$75.

**How can I find a local pharmacy in the network?** Log in or register at [esrx.com/select](http://esrx.com/select). Use the online tool to find pharmacies near you, price comparisons, and the instructions to transfer your prescription(s). Or, if you want to use Walgreens, you can call directly at 877.606.3521.

**How do I get medicine delivered from the Express Scripts Pharmacy?** Log in or register at [esrx.com/select](http://esrx.com/select). Use the online tool to compare prices, choose the medicine you want delivered, add it to your cart and check out. **We won't charge you or fill your prescription until your next refill is due.** Or, you can call your prescription benefit specialist at 855.778.1448. We'll contact your doctor to get you set up at no extra cost to you.

**How soon do you deliver my medicine after I order it?** We usually process orders within 48 hours after we get them. Your medicine should be delivered in about 8 days (10-14 days if it's a new prescription). Please make sure you have a 1-month supply of your medicine on hand when you place your order. You can check your order status any time at [esrx.com/select](http://esrx.com/select).

**How do you protect my medicine when you ship it?** We send it in a confidential, tamper-resistant, weather-resistant package. We'll send it to the address you choose. We can even send you an email to help you track your shipment.

**What if it doesn't arrive?** We know your medicine is important and we use the most trusted services to deliver it. If your package doesn't arrive, please call the number on your member ID card for help.

**Who can answer questions about my medicine?** You can talk with your Express Scripts pharmacist any time, day or night. You can also talk with specialist pharmacists who have advanced training on medicines used to treat conditions like yours. They can help with answers about drug interactions, administration techniques and side effects.

**We're here to help.  
If you have questions, please call: 855.778.1448**

<sup>1</sup> These medicines are commonly used to treat all types of diabetes, but you might be taking it to treat a different condition.

<sup>2</sup> These might not be the only medicines you're taking that this program affects. Log in to your account at [esrx.com/select](http://esrx.com/select) for a full list.

<sup>3</sup> The medicines affected by this program are subject to change. If your medicine's price at a retail pharmacy is lower than your plan's retail copayment or coinsurance, you won't pay more than the retail pharmacy's cash price, no matter how often you purchase the prescription. In some cases, this price might be less than your standard retail or home delivery copayment or coinsurance.

<sup>4</sup> Standard shipping costs are included as part of your prescription plan benefit.