



EXPRESS SCRIPTS®

# Home Delivery Pharmacy Services

## Frequently Asked Questions For WellPoint Plans

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**\*This document is for reference only and is applicable to membership that has migrated to Express Scripts systems.**

**\*\*Members who have an inquiry regarding Home Delivery should be directed to the Express Scripts Patient Care Contact Center.**

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Note: Documentation is accurate as of the revision date. Processes are subject to changes as a part of standard business practices.

## GETTING STARTED/ORDERING A PRESCRIPTION:

### **1. How can a patient order a prescription for Home Delivery?**

#### **Mail:**

- Obtain a new prescription from your doctor for your medication(s), requesting a 3-month supply with 3 refills, or the maximum your benefit allows through home delivery pharmacy services. PLEASE NOTE: Express Scripts will process all prescriptions at time of receipt.
- Complete the Patient Profile section of the Express Scripts home delivery profile form for covered patients.
- Mail the prescription(s) along with your applicable payment and profile form to the appropriate address
- Physicians can call in prescriptions for home delivery pharmacy.

**Web:** Members may access the pharmacy information using their health plan website to print a home delivery pharmacy order form. In addition, members can set up their home delivery patient profile and request Express Scripts to transfer prescriptions from the retail pharmacy to the Express Scripts home delivery pharmacy. Members may also add their credit card information for payment.

**Fax:** In accordance with the Board of Pharmacy, Express Scripts Home Delivery Pharmacy Services will only accept faxed prescription requests sent directly from a physician or physician's office. PLEASE NOTE: Express Scripts will process all faxed prescriptions at the time of receipt. Please allow 24-48 business hours for a faxed prescription to be visible. The physician must include the following information along with the prescription:

- Patient's name
- Patient's date of birth
- Patient's complete address
- Patient and/or Cardholder identification number
- Prescribing physician's name, office phone number, and fax number
- Prescribing physician's DEA number
- Prescribing physician's signature

### **2. How can a patient refill a prescription?**

**Mail:** Patients may order a refill using the refill request form included in the initial prescription package.

**Web:** Patients may place orders for refills online by using the health plan website and selecting the "My Pharmacy" section.

**Telephone:** Patients may order refills 24-hours a day by opting to talk directly to customer service or by using a touch-tone phone to input refill orders electronically.

### **6. How long will a patient have to wait for their order?**

Pharmacy processing time will average about two to five business days; however, patients should allow additional time for postal service delivery. If the prescription order has insufficient information, or if we need to contact the prescribing physician, delivery could take longer. It is advisable for first-time users of the home delivery pharmacy to ask the doctor for two signed prescriptions:

- One for an initial supply to be filled at their local retail participating pharmacy
- The second for up to a 3-month supply with refills to send to Express Scripts

## **7. How does a patient pay for prescriptions?**

Express Scripts suggests that all orders include payment to allow processing without delay. Orders may be paid by:

- VISA, MasterCard, American Express, or Discover
- Bank-issued debit card
- Personal check or money order
- FSA or HSA card

## **FAXES:**

## **8. Can prescriptions be faxed to the home delivery pharmacy?**

Patients cannot fax a prescription to an Express Scripts pharmacy. We only accept faxed prescriptions directly from a doctor. The home delivery facility does not accept faxed prescriptions for **Class II (C2)** prescriptions or for Accutane, Amnestein (isotretinoin), or Lotronex (alosetron).

## **9. What is the turnaround time for the data entry of prescriptions faxed from a doctor's office?**

Receipt of faxed prescriptions will not be visible immediately. Faxed prescriptions take 24-48 business hours to be visible in the Express Scripts home delivery system. When a patient care advocate discusses faxed prescriptions, they provide a 24- to 48-hour turnaround timeframe.

## **10. Who can request a copy of a prescription? Can copies be faxed?**

State law allows the pharmacy to provide a copy of a prescription to the patient. Patients can request a copy of their prescription by calling the patient care contact center. Express Scripts will only fax copies of prescriptions to the prescribing doctors' offices. A copy is provided to the client if the patient specifically requests it in writing.

## **PROCESSING/DISPENSING:**

## **11. What does it mean when a Home Delivery medication is on back order?**

When an order is received for a medication that is no longer available from the manufacturer or is unavailable for a period of time, medications that can be filled within the order continue to process.

Express Scripts attempts to make contact with the prescriber for an alternative medication and with the patient to provide status, when possible. When an alternative is not prescribed, a letter of explanation is sent to the patient.

## **12. What occurs if a patient sends in a prescription written for a future date?**

Express Scripts is unable to hold prescriptions to fill in the future. Prescriptions written for a future date are returned to the patient if a hardcopy prescription is submitted.

## **13. Can a doctor write "dispense as written" (DAW) on a prescription and specify the manufacturer?**

Yes, the doctor is required to write on the prescription, in addition to DAW, a specific manufacturer is medically necessary and the manufacturer name. Without the words "medically necessary" the pharmacy uses the manufacturer in stock.

## **14. Can a patient get brand or generic drugs?**

That depends on the patient and his/her physician. A patient may save money with FDA-

approved generic equivalents. Where permitted by applicable law, generics may be dispensed when appropriate and permitted by the physician.

**15. What if a patient wants the brand dispensed?**

The patient can submit a note with the prescription to have the order filled with the brand drug. This may increase the amount a patient will pay.

**16. Can a patient send in a prescription and call when ready to order it?**

Express Scripts does not delay filling prescriptions. All prescriptions mailed, faxed, or phoned in will be processed upon receipt and mailed to the patient. Patients should only submit those prescriptions ready to be filled. Once medications are mailed, they may not be returned to Express Scripts.

**17. What happens if a patient orders a prescription and it's too soon to refill it?**

When a new prescription or refill is unable to process due to refill too soon, but it is within 90 days of the date it can be filled, the prescription requested is held until its fill date. All unaffected medications in the order will continue processing. A letter is sent to the patient to inform them of the date the order can be filled and that their order will automatically be processed at that time.

**18. Can an order be split at home delivery pharmacies? If yes, how and when can it occur?**

Express Scripts will not automatically "split" medications in an order. Attempts are made to keep all medications within an order together. There may be circumstances when an order will be split.

**NOTIFICATIONS:**

**19. How will a patient know if their prescription order has been received?**

If you have not opted out of the automated outbound call notification, you will receive a notification once the prescription order has been entered for processing under your account. Please allow 24-48 business hours for a prescription to be visible and to be notified of receipt.

**20. A patient received an automated phone call, what is this for?**

There are 4 different types of automated outbound call notifications/email notifications.

- Order Received: Patient will receive an order receipt notification once the order has been entered for processing. Please allow 24-48 business hours for a prescription to be visible and to be notified of receipt.
- Order Shipped: Patient will receive an order shipped notification once the order shows a shipped status.
- Order Delayed: Patient will receive an order delayed notification if the order has been processing for greater than 5 days.
- Refill Reminder: Patient will receive a refill reminder when a medication is due to be filled. Patient should follow the prompts to either refill or decline to prevent future calls on that prescription.

**PLEASE NOTE:** Due to HIPAA regulations, the patient's name and drug name cannot be mentioned on the automated outbound calls.

**21. What can a patient do if he/she no longer wants to receive automated outbound call notifications?**

A patient may contact customer service to request removal from the notification

distribution. Being removed from this distribution will only remove them from the order status categories of automated outbound call notifications, including order received, order shipped, order delayed, and refill reminders. A patient may still receive automated outbound notification calls for specific programs; Home Delivery Education, Refill by Mail, Mail Boost, etc.

## **REPLACEMENT/RETURNS:**

### **22. Will Express Scripts return an Rx to a patient?**

Express Scripts will hold a prescription if it requires additional clarification for interventions such as high copay, drug interaction, prescription clarification or prior authorization. The prescription will be held until a response is received from the patient or physician or the prescription expires. The prescriptions held will be visible on the web.

All other scripts will be returned to the patient.

### **23. Can Express Scripts process replacements on controlled substances at home delivery pharmacies?**

Yes, a new hard copy prescription is required for Schedule 2 medications. A pharmacist contacts the doctor to inform the patient is requesting a replacement. A replacement is not processed until a new hard copy of the Schedule 2 medication is received. If the request for a replacement is due to damaged medication, the medication must be returned and received prior to processing the replacement. Class III – V replacements require verbal approval from the doctor to replace, and must have a valid refill on file. If no valid refill is on file, a new prescription must be obtained prior to dispensing the replacement.

### **24. A patient's order status shows that it has been shipped, but the patient has not received the order. What can be done?**

When an order is delayed in transit (due to mail carrier delays or wrong address), Express Scripts will process a second claim and grant an early refill when the following criteria have been met:

- Patient inquires about the status of their order within 45 days of the date the order was shipped
- Patient has not received the order after at least 12 calendar days of the original ship date and was shipped via a USPS (First Class Mail) carrier
- Express Scripts is unable to validate delivery
- Express Scripts Pharmacist has reviewed and approved the early refill request
- Patient can obtain a 30-day supply of medication from a retail pharmacy if eligible for an override from Pharmacy Help Desk. The patient will be responsible for the applicable retail copay

If the original order shipped 30 to 45 calendar days from the date the patient is contacting Express Scripts, a replacement order (early refill) will be sent. If the original order is received as well as the early refill order, the patient will be responsible for the payment of both orders.

### **25. Will Express Scripts accept a returned order/prescription?**

If an order was processed and filled correctly, Express Scripts will not accept a request to return the order.

## **SHIPPING:**

**26. How are temperature-sensitive medications handled?**

Express Scripts works actively with drug manufacturers and shipping vendors to ensure the integrity of medications is maintained during shipping. Packaging and mailing guidelines are in accordance with manufacturer's recommendations and adhere to FDA mandates. Refrigerated drugs will be shipped expedited mail service at no additional cost to the patient.

**27. How will an order be mailed?**

Orders are shipped in tamper-proof packaging by USPS unless the drug requires special handling, such as refrigeration. There is no indication on the package that it is from a pharmacy.

**BILLING/ACCOUNTS RECEIVABLE:**

**28. What are the copay thresholds at home delivery pharmacies? How does this affect an account with a credit card on file?**

Express Scripts threshold limit is based on the total amount of an order, not the individual Rx copay. The threshold is \$150 without a credit card on file and \$500 with a credit card on file.

- Copay Limits: If full payment is not included with order, the copay is > than \$150 and there is no credit card on file, an outreach call will be made to the patient; If paying with Credit Card and the copay is \$500 or greater, a call will also be made to the patient. If patient does not respond to call, the order is pended/placed on hold.
- Collections Process: If there is no payment within 90 days (letters will be sent), Express Scripts will turn the account over to a 3rd party for collection.

**29. Can I decrease or increase my credit card limit of \$500?**

Yes. A patient may contact customer service to request their credit card limit is increased or decreased.

**30. Can I use my flexible spending account (FSA) or health savings account (HSA) card at home delivery pharmacies?**

A benefits card issued for FSA or HSA programs can be used as a debit / credit card if the card is issued through a valid credit card vendor such as Master Card or Visa.

**MISCELLANEOUS:**

**31. Can Express Scripts home delivery pharmacies accept prescription transfers from retail pharmacies?**

No, Express Scripts is unable to accept transferred prescriptions but will assist the patient by contacting the physician to obtain a new prescription.

**32. Can a prescription at Express Scripts home delivery be transferred to my retail pharmacy?**

Yes, Express Scripts can transfer a prescription during business hours to a retail pharmacy if it has already been filled at Express Scripts at least once, has refills available, and has not expired. The transfer would require the retail pharmacist to call the Express Scripts Customer Service Dept. The PCA would triage the call and transfer the call to an Express Scripts Pharmacist to perform the transfer.

**33. How does branded generics process work?**

When Express Scripts is able to obtain favorable pricing on a brand, it is able to pass that savings on to the patient and client by billing the drug as a generic.

**34. What information do I need to have available when I call Express Scripts?**

Please ensure you are able to verify the following HIPAA information to allow Express Scripts to release any Protected Health Information (PHI).

- Patient's first and last name
- Patient's ID number
- Patient's date of birth
- Name of medication or Rx number in question

All clinical information must be provided by an Express Scripts registered pharmacist and can only be discussed with the patient.