



Frequently Asked Questions

Transitioning to New Pharmacy Benefit Manager Express Scripts, Inc (ESI) Effective January 1, 2014

Effective January 1, 2014, the State of New Hampshire's Prescription Drug Benefit Program for all active employees, retirees and covered dependents will transition from CVS/Caremark and LGC HealthTrust to Express Scripts, Inc. (ESI).

These *Frequently Asked Questions* (FAQs) are being provided to answer common questions related to the transition to ESI. Contact information is located at the end of this document if you require further information.

Quick Reference: Press the Control (CTRL) Key and Click on the question below to go directly to the answer.

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- Q1: **What must I do to transfer my pharmacy benefits from CVS/Caremark to the new vendor Express Scripts?**

A1: For the most part, the transition to ESI will be automatic for members. However, there are some items that will require your attention to ensure the successful transition of your pharmacy benefits. The State has prepared a [Member Checklist for Transition from Caremark to Express Scripts](#) as a convenient reference guide to assist you during this transition. All items on the checklist may not apply to your situation; however, reviewing it will help you identify the items applicable to you and your family that require additional

action. The checklist is available here:

http://admin.state.nh.us/hr/open_enrollment_active.html

Q2: What type of pharmacy benefits information will automatically transfer to Express Scripts?

A2:

- The prescriptions you and your family fill at a **retail** pharmacy will transfer automatically. You will only need to update the pharmacy with the insurance information on your new Express Scripts member ID card. The number on your ID card will apply to all covered family members.
- If you or a covered family member uses mail order, **most current prescriptions with refills** will transfer automatically.
- If you or a covered family member has **current prior authorizations** for specific medications or **specialty medications** already approved by your medical provider, they will transfer automatically.
- If you or any of your covered family members have already elected to “**opt-out**” of the mandatory mail order program, that information will transfer to Express Scripts.

Q3: What type of pharmacy benefits information will NOT transfer to Express Scripts?

A3: The State has prepared a [Member Checklist for Transition from Caremark to Express Scripts](#) as a convenient reference guide to assist you during this transition. All items on the checklist may not apply to your situation; however, reviewing it will help you identify the items applicable to you and your family that require additional action. The checklist is available here: http://admin.state.nh.us/hr/open_enrollment_active.html. In summary:

- You will need a new prescription from your provider for any **controlled substances, narcotics, compound medications**, or if your **prescription has either expired or does not have any refills** remaining.
- If you utilize the **auto-refill** feature through CVS Caremark, you will need to elect the Worry-Free Fills[®] program through Express Scripts either online or through the Member Services toll-free number by calling 866.544.1798 on or after January 1, 2014.
- **Payment information** like credit card or debit card numbers will not transfer from CVS Caremark to Express Scripts. You must update that information by registering for your Express Scripts online account or calling the Member Services toll-free number at 866.544.1798 on or after January 1, 2014.
- Remember to update your retail pharmacy with the insurance information on your new Express Scripts member ID card.

Q4: Will I need a new member ID card?

A4: Yes. Two new member ID cards will be included with the welcome package from Express Scripts that you will receive by the end of December. (Please note your ID cards will have your name as the subscriber on it but will apply to all covered family members. Therefore, if a spouse or dependent child is covered he or she will use the duplicate card to carry. Separate ID cards will not be issued for any other dependents.) If additional ID cards are needed, please go online to Express-Scripts.com or call Member Services at 866.544.1798 on or after January 1, 2014 to request additional cards to be sent to you.

Beginning January 1, 2014, please show your new member ID card to your pharmacist when filling a prescription for yourself or a covered family member. You will also be able to access your member ID card anytime from your Smartphone if you download the Express Scripts Mobile App.

Also, a convenient feature on the Express Scripts website allows you to print a temporary member ID card for use at a participating retail pharmacy. The temporary card is not intended to replace your permanent member ID card. If you need to order a permanent replacement card, please contact Member Services toll-free at 866.544.1798.

Q5: What will happen to my current retail prescriptions?

A5: In most cases, you should see no changes. Most major drugstores participate in the Express Scripts retail pharmacy network, and you should be able to continue obtaining your refills as you do today. Starting January 1, 2014 just present your new Express Scripts member ID card to the pharmacist when filling a prescription for you or a covered family member. Your member ID card will cover all your dependents.

Remember, as of January 1, 2014, you must provide your retail pharmacy with your new Express Scripts member ID card because your insurance information has changed. Note: If you call in your prescription refill and the pharmacy runs your order with your old insurance information, it will appear that your insurance has terminated. Just provide the pharmacy with your new Express Scripts member ID card and ask them to reprocess the prescription with your updated insurance information.

Q6: How do I find a participating retail pharmacy?

A6: Beginning November 22, 2013, you can go to the Express-Scripts Open Enrollment Website, www.express-scripts.com/stateofnewhampshire to find out which pharmacies participate in the Express Scripts network. All participating retail pharmacies will accept your new member ID card and are eager to serve your pharmacy needs. Beginning November 22, 2013, you can also find a participating retail pharmacy near you by calling Member Services toll-free at 866.544.1798.

Q7: Will I be able to refill my current mail order prescriptions through the Express Scripts Mail Order Pharmacy?

A7: In most cases, yes. If you have refills remaining with your current mail order pharmacy you will not need to get a new prescription. Your remaining mail order refills should transfer automatically to the Express Scripts mail order pharmacy called Express Scripts Pharmacy Home Delivery Service.

Beginning January 1, 2014, you'll be able to refill your mail order prescriptions online, by phone or by mail. Note: You should expect to receive your mail order prescriptions 7-10 calendar days after Express Scripts receives your refill request. Make sure you have an adequate supply of your medication on hand to allow for this period.

Q8: What happens if I need to refill my current mail order prescriptions prior to January 1, 2014?

A8: If you need a refill before January 1, 2014, please order your prescription through the current mail order pharmacy. If you find that any remaining refills have not transferred to the Express Scripts Pharmacy after January 1, 2014, please call the toll-free Member Services phone number at 866.544.1798 to request assistance.

Q9: Does Express Scripts offer an "Auto Refill" option similar to CVS Caremark?

A9: Yes! Many mail order prescriptions can be refilled automatically through the Express Scripts Worry-Free Fills[®] program. After you enroll a prescription in Worry-Free Fills[®], ESI will automatically send the next refill when you near the end of your current mail order supply. You won't have to call or click to request it. Simply visit Express-Scripts.com or call Member Services on or after January 1, 2014 to enroll your eligible prescriptions in the Worry-Free Fills[®] program. **Please Note:** Auto-Refills will not transfer automatically from CVS Caremark so you must contact Express Scripts to start using this convenient program.

Q10: Does Express Scripts offer a "Mandatory Mail Opt-Out" option similar to CVS Caremark?

A10: Yes! This program is called the Select Active Choice Program. If you have already elected to "Opt-Out" of the mandatory mail program through CVS Caremark that information will be transferred to Express Scripts automatically.

The Select Active Choice Program can be used for plan participants who feel that using the home delivery service would create undue hardship. If you think filling your maintenance or long-term prescriptions through home delivery will create a hardship for you on or after January 1, 2014, please call Express Scripts toll-free at 877.603.1032 to talk with a Member Services representative about the opt-out program or visit www.Express-Scripts.com/Decide/ to notify Express Scripts of your decision to opt-out. Each adult member (18 years of age or older) covered under your benefit plan must opt-out individually. Please note, you may only receive up to a 31-day supply at a retail

pharmacy location and you will be subject to the retail copayment. Even if you elect to opt-out of mandatory mail, you can still choose to use mail service at any time.

Q11: Will there be changes to the cost of my medications?

A11: It is possible that the cost of particular medications will change due to differences between the drug formulary at CVS Caremark and Express Scripts. Currently, your prescription drug benefit has three levels of copayment for both retail prescriptions and mail order prescriptions. The three levels are called generic, preferred, and non-preferred. The copayment amount at each level is not changing with Express Scripts. However, the drug may be classified as a different level with Express Scripts. The chart below shows the copayment amounts by formulary level.

COPAYMENT AMOUNTS BY FORMULARY LEVEL		Generic	Preferred	Non-Preferred
Active Employees	Retail (Up to a 31 day supply)	\$10	\$25	\$40
	Mail Order (90 day supply)	\$1	\$40	\$70
Retirees	Retail (Up to a 31 day supply)	\$10	\$20	\$35
	Mail Order (90 day supply)	\$1	\$40	\$70

- Some medications may experience a **decrease in copayment amount**. For example, a drug may move from a non-preferred drug to a preferred drug. If this applies to a medication that you are currently taking, you will experience cost savings when you fill your prescription on or after January 1, 2014.
- Some medications may experience an **increase in copayment amount**. For example, a drug may move from a preferred drug to a non-preferred drug. If this applies to a medication that you are currently taking, you will receive a formulary change letter from Express Scripts in mid-December. Your non-preferred medication will be listed along with a preferred or generic alternative. You will have until March 31, 2014 to talk to your provider and switch to the lower copay drug before you will experience the increase in copay amounts. The cost of the non-preferred medication will increase to the non-preferred copayment amount for any refills on or after April 1, 2014.

Q12: How will I know which copay amount I will pay for my medication?

A12: You may look up the medication at www.Express-Scripts.com or contact the toll-free Member Service phone number located on the back of your member ID card to find out the copay amount for your medications. It is important to note that the copay amount listed on the website or provided by Member Services is the Express Scripts formulary. If the copay amount provided is higher from what you are accustomed to paying in 2013,

you will have until March 31, 2014 to talk to your provider about alternative medications that are potentially less expensive before you are charged the higher amount. You will be responsible for the full copay amount based on the ESI formulary for refills requested on or after April 1, 2014.

Q13: Is it possible that Express Scripts will not cover a medication that I am currently taking?

A13: It is possible that a prescription drug that you are currently taking will not be covered under the new formulary at Express Scripts. If this applies to you or a covered family member, a formulary change letter from Express Scripts will be sent home in mid-December explaining that the medication is on the “Excluded Medications” list and will also provide an alternative medication. You will have until March 31, 2014 to talk to your provider and switch to an alternative drug before you will experience the full cost of the medication.

If your provider wishes for you to continue receiving the excluded medication, the prior authorization process will need to be followed to gain coverage from Express Scripts. For more information about the Express Scripts formulary, you may call Member Service at 866.544.1798 or ask your provider to contact Express Scripts at 800.753.2851 to start the prior authorization process.

For Additional Assistance

Please note your individualized prescription benefit information will not be available online or through Member Services until January 1, 2014.

If you require further assistance to answer general prescription benefit questions, you may contact the Express Scripts Member Services toll-free number available 24 hours a day, 7 days a week beginning on November 22, 2013 at:

1.866.544.1798.

During Open Enrollment (November 22-December 6, 2013), you can price a drug, find a participating pharmacy, and also view the Express Scripts formulary at a special website dedicated to State of New Hampshire employees and retirees.

www.Express-Scripts.com/StateOfNewHampshire

On or after January 1, 2014, register online for your own personal Express Scripts account where you can view your prescription benefit information that transferred from CVS Caremark.

www.Express-Scripts.com

If you have any questions or concerns about your information on Express-Scripts.com, please call the Member Services number provided above.