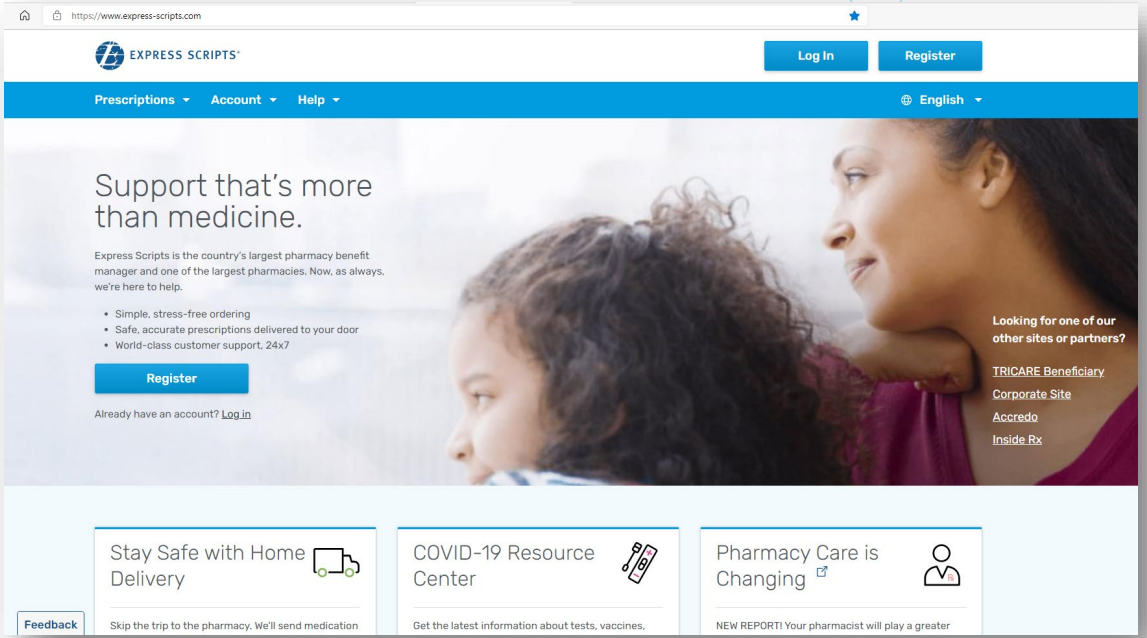
Welcome to express-scripts.com

EXPRESS-SCRIPTS.COM MEMBER EXPERIENCE

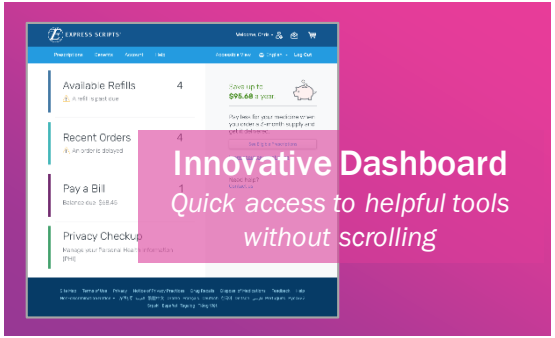
EXPRESS SCRIPTS® CHAMPIONS FOR BETTER™

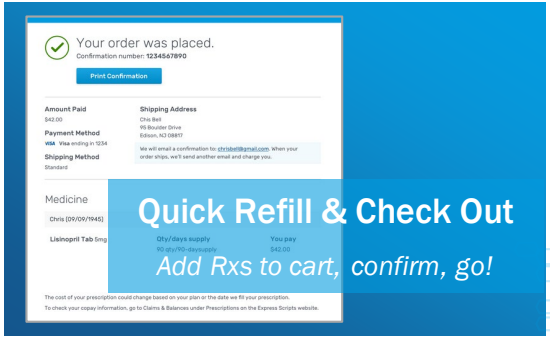
Welcome to express-scripts.com

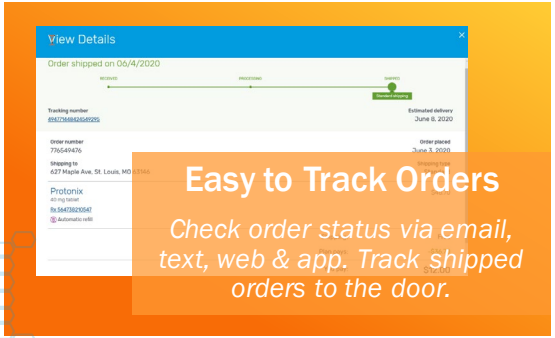
- Compatible with any device and screen size, and user-friendly
- Our site offers self-service tools to manage your everyday needs:
  - Check order status
  - Change payment method
  - Refill a prescription
  - Update an address

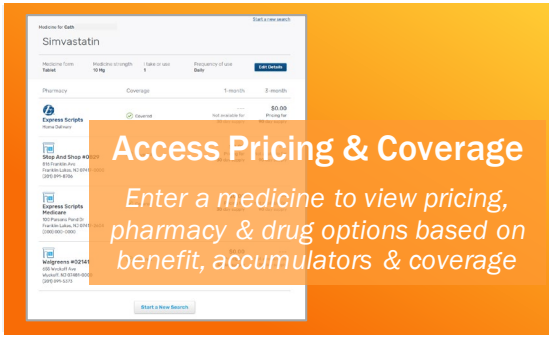


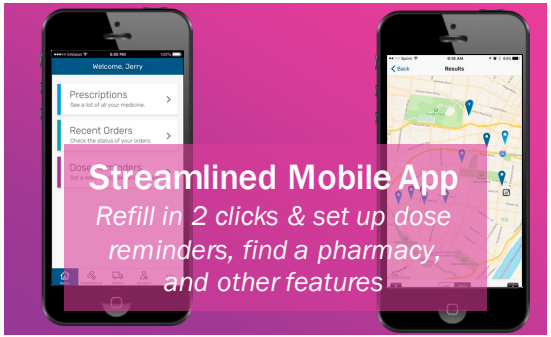
Easy-to-use services





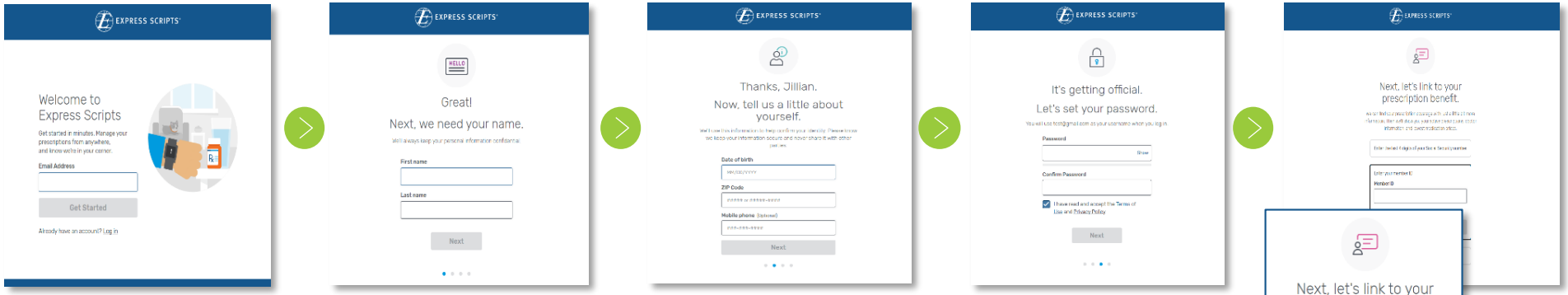






Registration

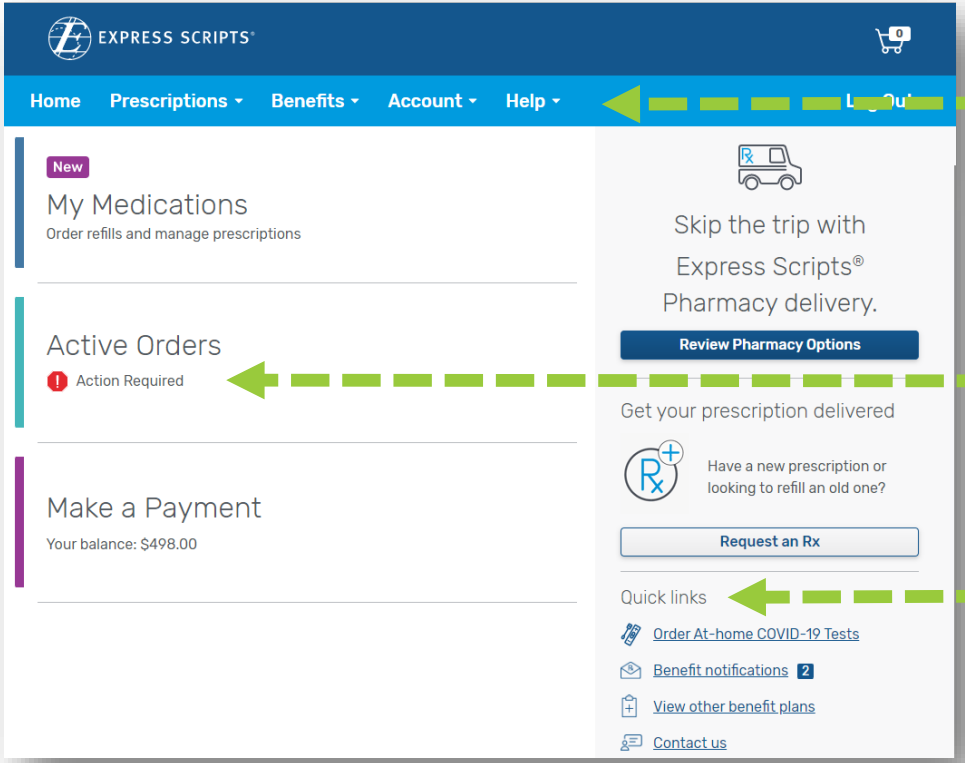
An intuitive & seamless welcome experience



Making it easier for you to get started in a few simple steps without the extra 'homework.'

Enabling you to set up your account using only your Member ID.

Informative homepage



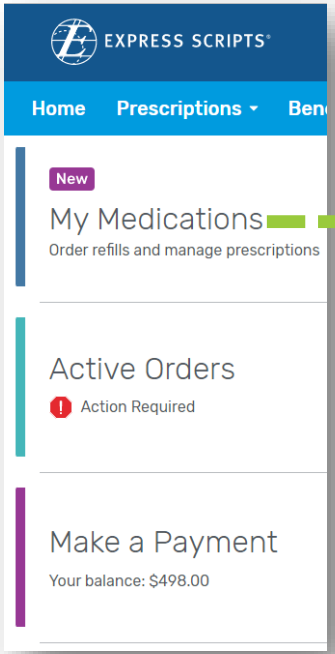
The Home page prominently features a menu tab along the top of the page to quickly access all areas of your account.

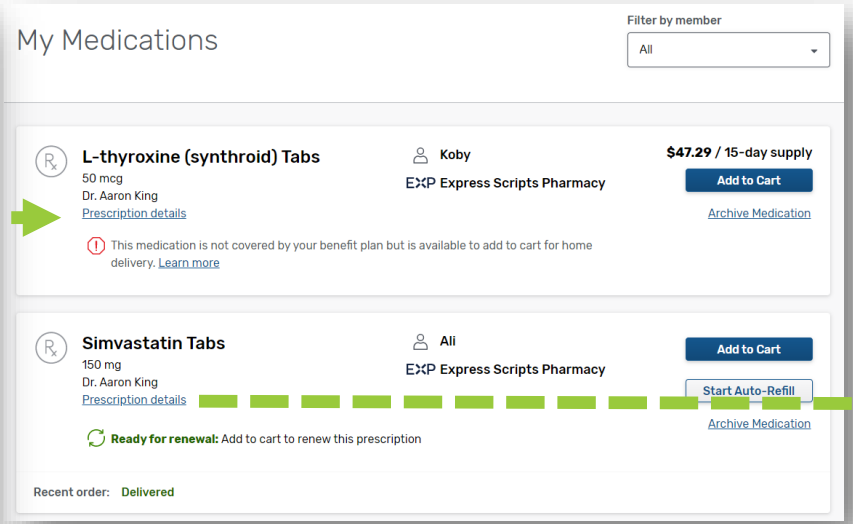
Order status is **#1 REASON** members visit the website.

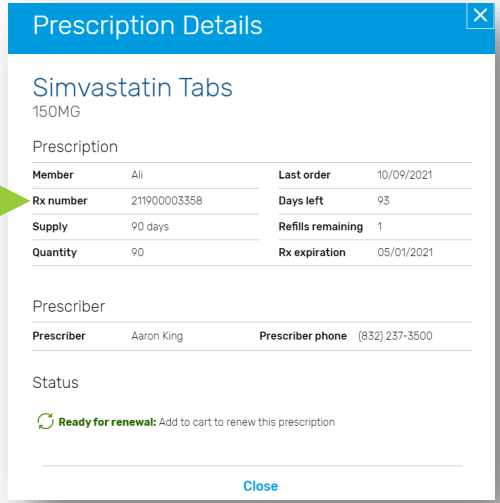
In addition, the 'Quick links' section provides just that — links to allow you to jump to important information or to contact us.

Home page

My Medications



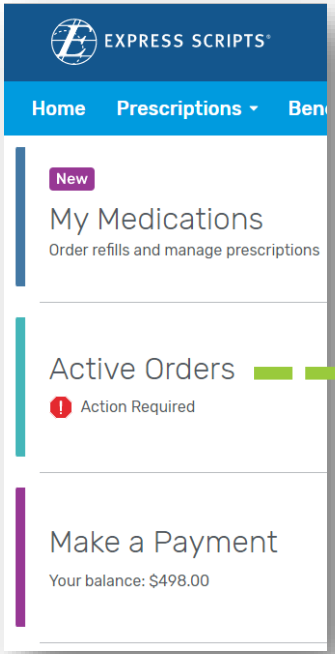




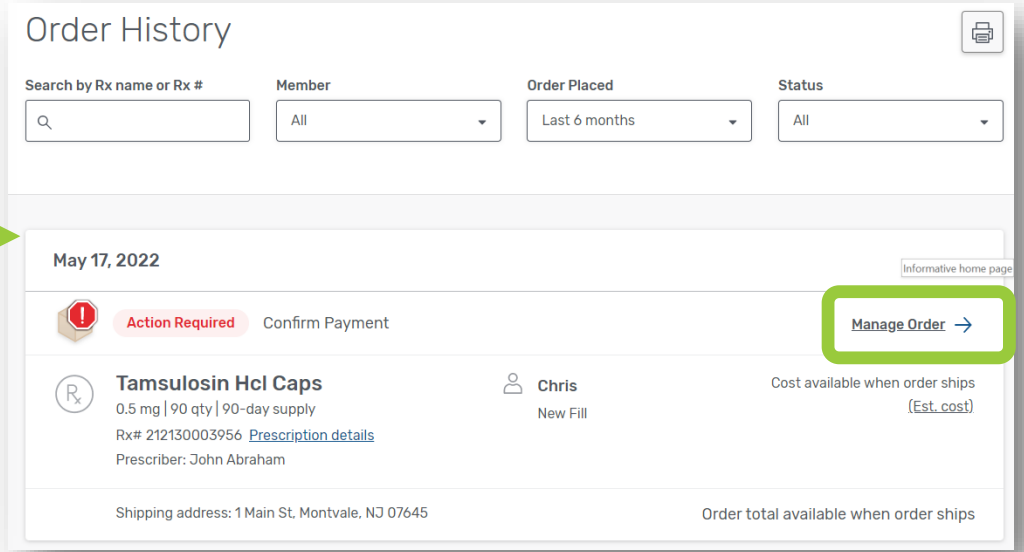
- Filter by family member
- Number of available refills and days' supply displayed prompting action
- Two clicks to refill a prescription (Add to Cart / Checkout)
- Information is visible, minimizing or eliminating scrolling

Home page

Active Orders / Order History



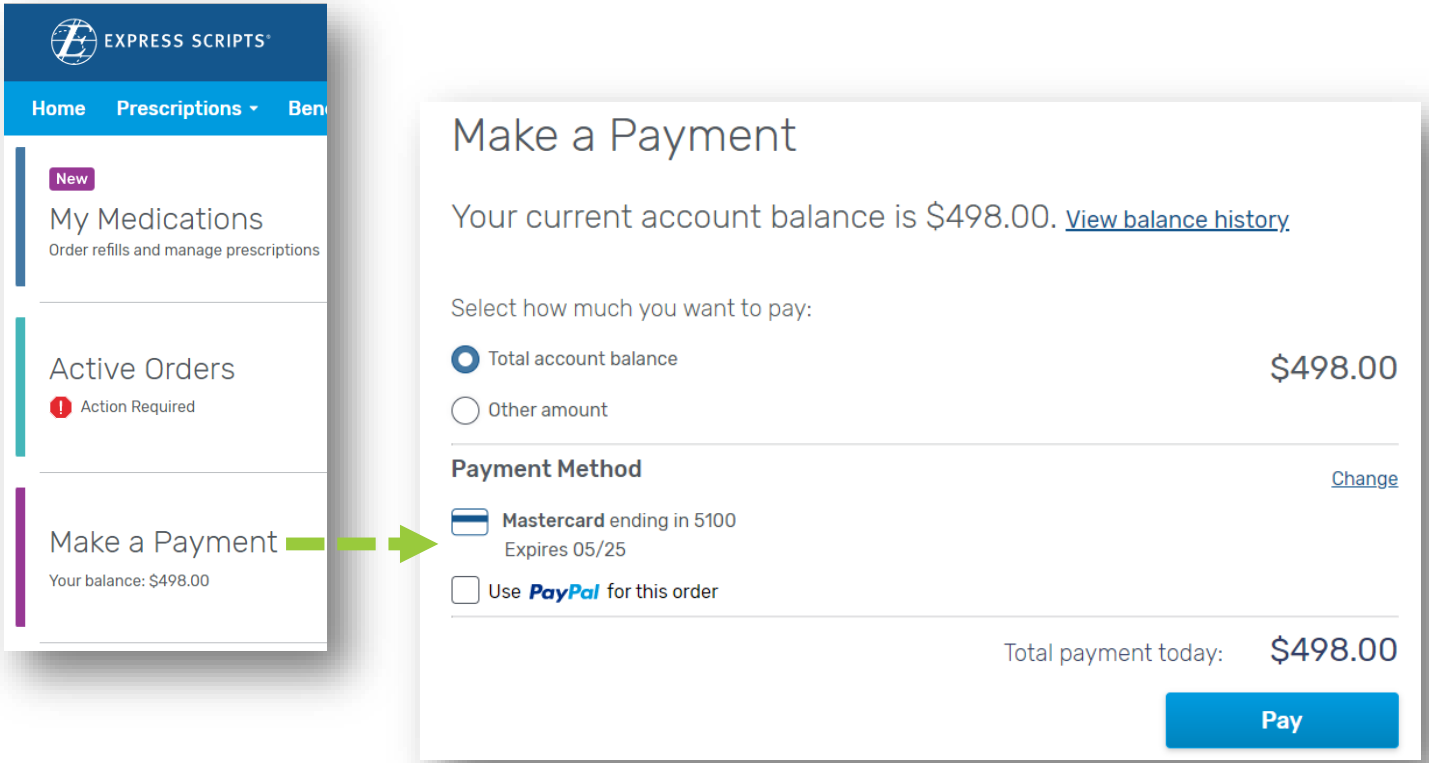
- Step-by-step order tracking with detailed updates to keep you 'in the know'



- Click **Manage Order** for more details and available actions

Home page

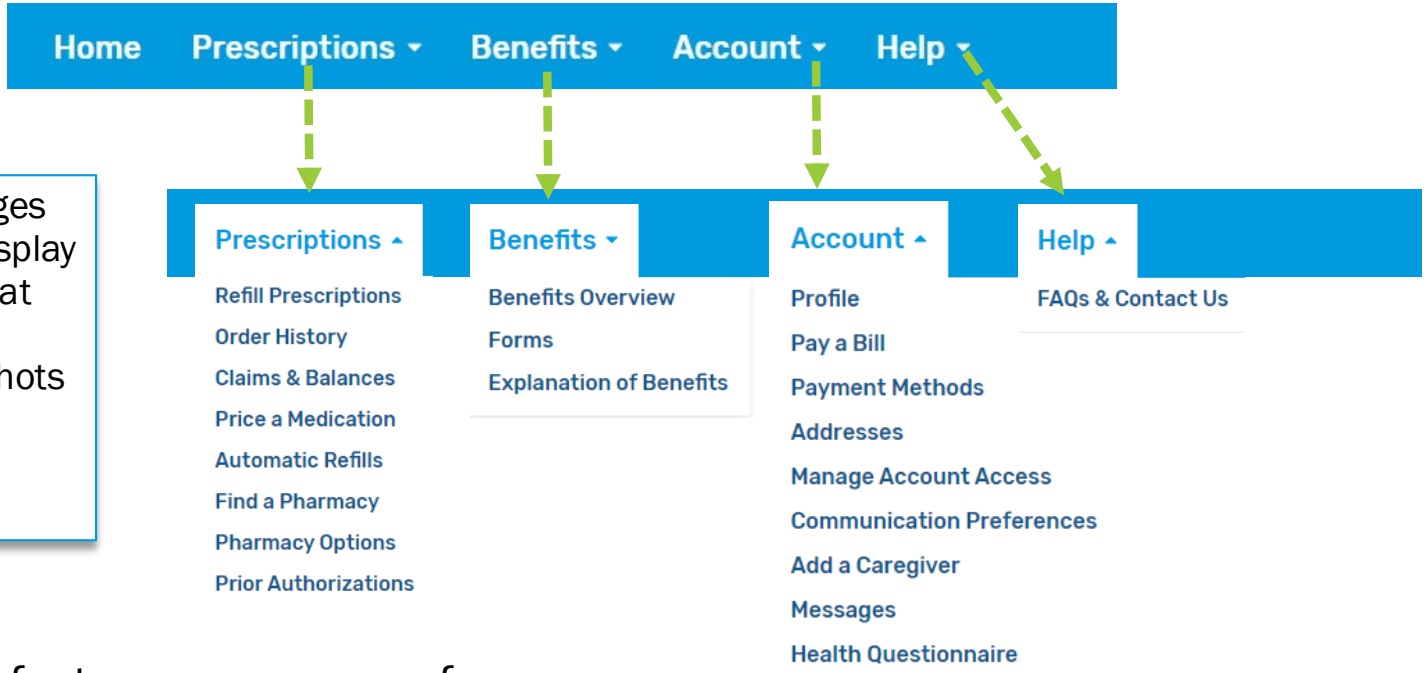
Make a Payment



- Click **View balance history** to see all details of your Benefit Plan balances, Claim History, Mail Order Payments and Claims Reimbursement

Menu bar

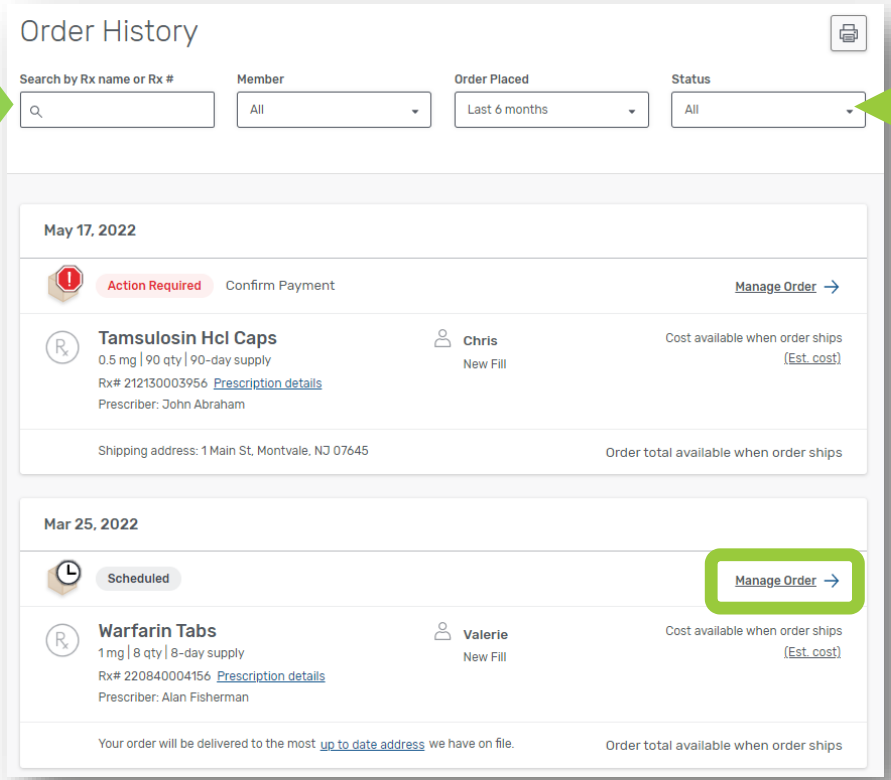
While the following pages in this guide will not display every selection shown at right, it will provide guidance and screenshots of the most common member requests and selections.

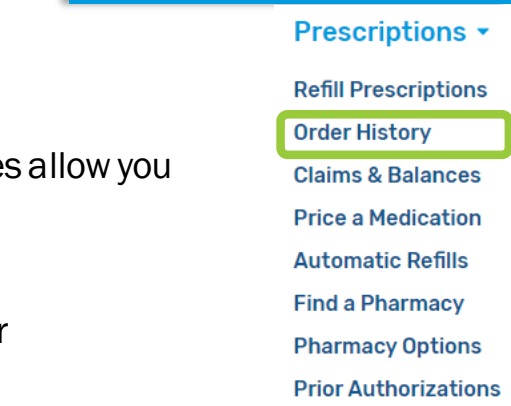


Disclaimer: Not all features may appear for every benefit setup

Order History

Prescriptions page



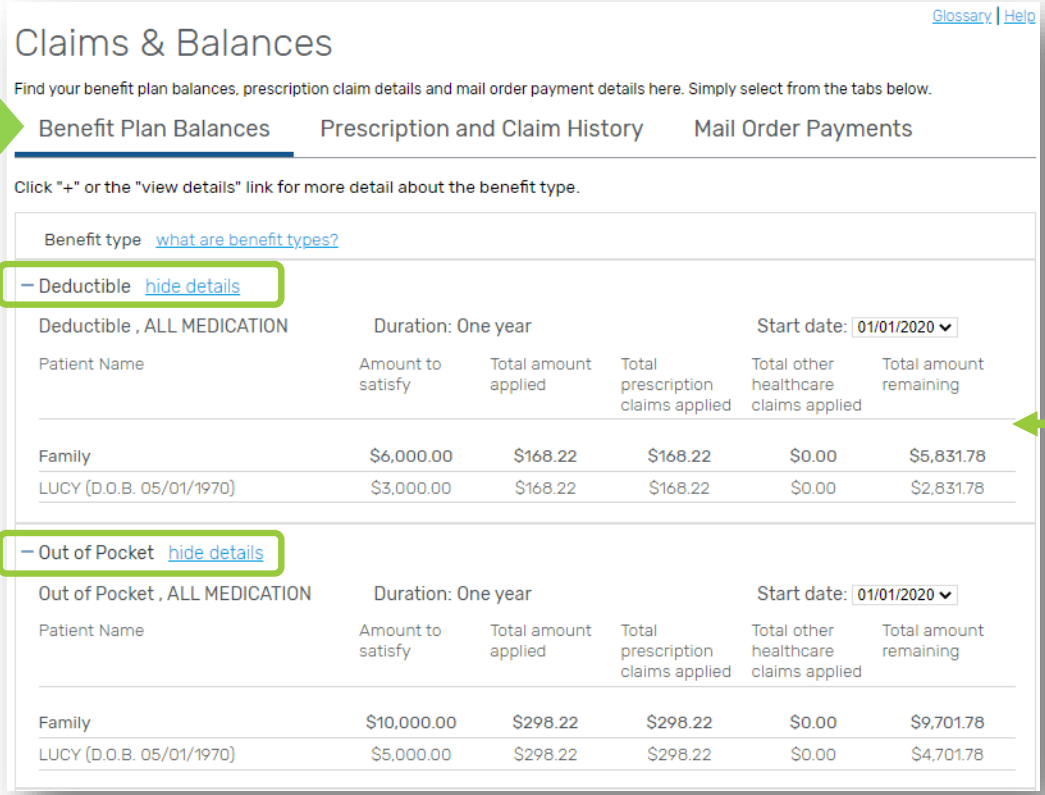


- Robust search engines allow you to search by:
  - Prescription name
  - Prescription number
  - Member
  - Timeframe of order placed
  - Status of order

- Click **Manage Order** for more details and available actions on that specific prescription

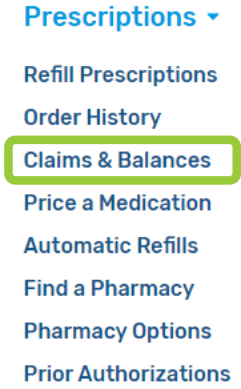
Claims and Balances

Prescriptions page



Three sections with detailed account info

- Benefit Plan Balances
- Prescription and Claim History
- Mail Order Payments

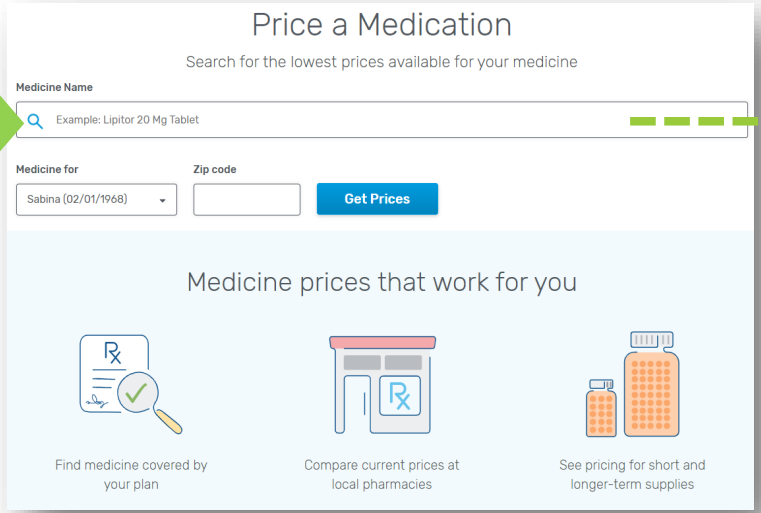


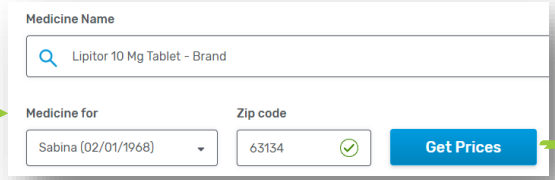
Benefit Plan Balances section provides details on your:

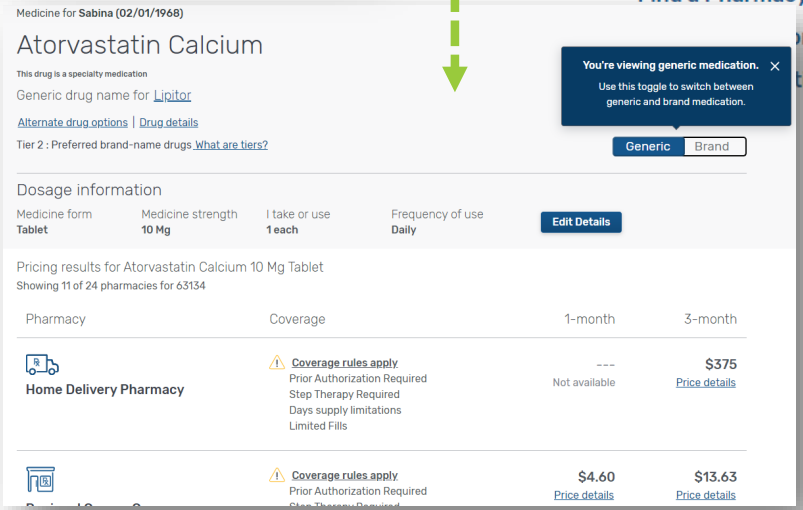
- Deductible
- Out of Pocket
- Drug Specific Cap *(not shown on screenshot)*

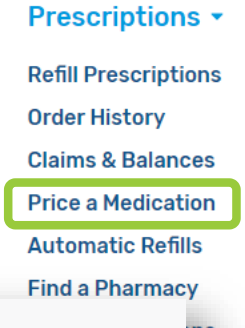
Price a Medication

Prescriptions page







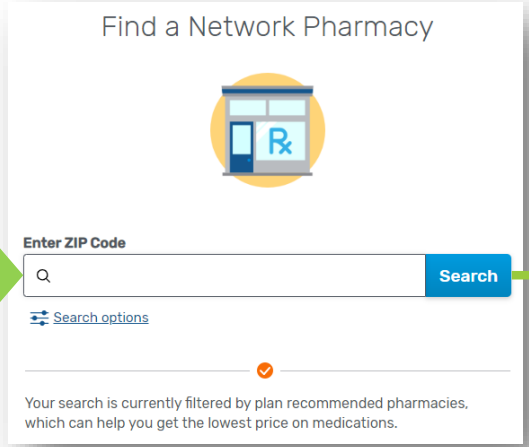


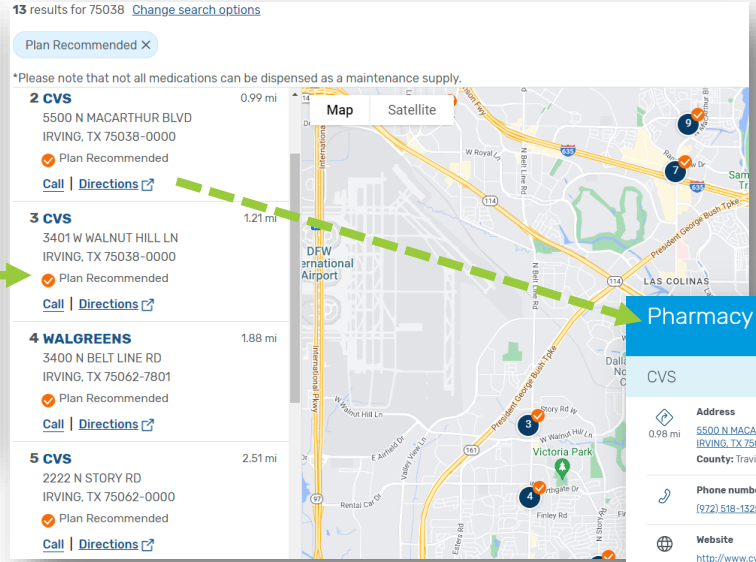
- Enabling a search by ZIP code instead of eligibility ZIP code
- When Multi-Source Brands are searched, both MSB pricing and generic alternatives are presented.

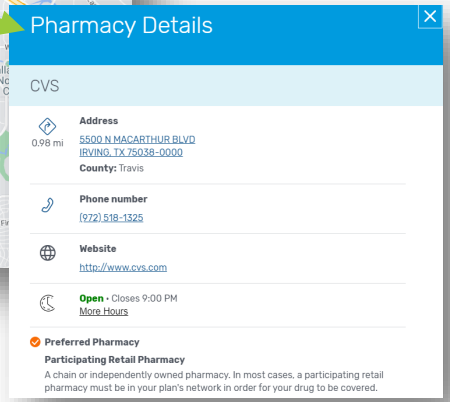
Find a Pharmacy

Prescriptions page

Prescriptions
- Refill Prescriptions
- Order History
- Claims & Balances
- Price a Medication
- Automatic Refills
- Find a Pharmacy
- Pharmacy Options
- Prior Authorizations







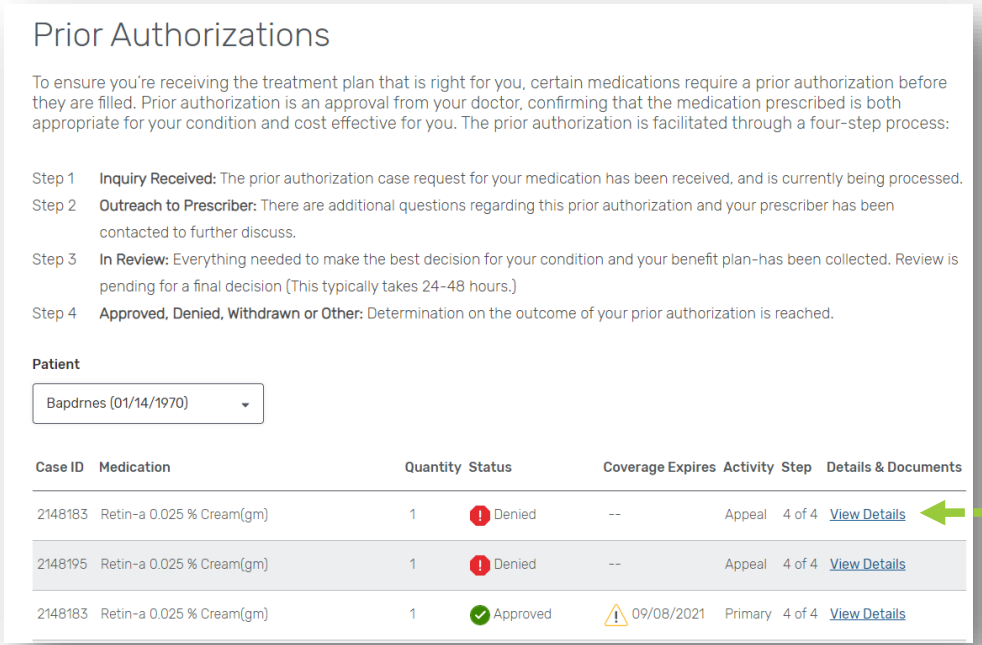
Search by ZIP code

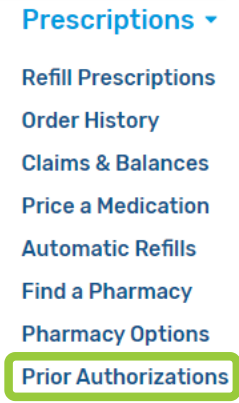
- Plan-recommended (preferred) network pharmacies filtered by default to guide members to the most cost effective options.*

*Filters display will vary based on group benefits

Prior Authorizations

Prescriptions page





- Prior authorization (PA) expiration alerts are presented 59 days in advance, giving you the opportunity to connect with your doctor to re-establish
- You can elect to receive prior authorization notices via email

Comprehensive view of each prior authorization status, including:

- Case ID
- Medication name and quantity
- Requested status
- The step in which the PA is in process
- Ability to expand an view additional details about each case

Forms

Benefits page

Benefits
- Benefits Overview
- Forms
- Explanation of Benefits

Get started with home delivery:

To mail in a prescription your doctor has already written:

Print and complete the Home Delivery Order Form (PDF) . Mail it to the address found on the form.

Can't print? Request a Home Delivery Order Form by mail.

To request a new prescription from your doctor:

Print the Mail Order Fax Form (PDF) and have your doctor complete it. Then fax it to us at the number found on the form.

Please note: The fastest way to get your new prescription is to ask your doctor to submit it electronically (e-Prescribe).

Request reimbursement:

Submit a claim if you paid full price for medicine at a pharmacy because:

- The pharmacy did not accept your member ID card by mistake.
- You haven't yet received your member ID card.
- You had to buy medicine at a pharmacy outside your pharmacy network.
  For example, you needed to fill a new prescription while you were on a trip.

Start a Claim

Can't submit your claim online?

You can download and print the Prescription Drug Reimbursement Form (PDF) and mail it to the address found on the form.

You can also request a blank claim form to be mailed to you.

Having trouble viewing the forms? Get Adobe Acrobat Reader

Please note that if your plan has an Express Scripts Member ID card, you'll now be able to find it under the **Account** menu.

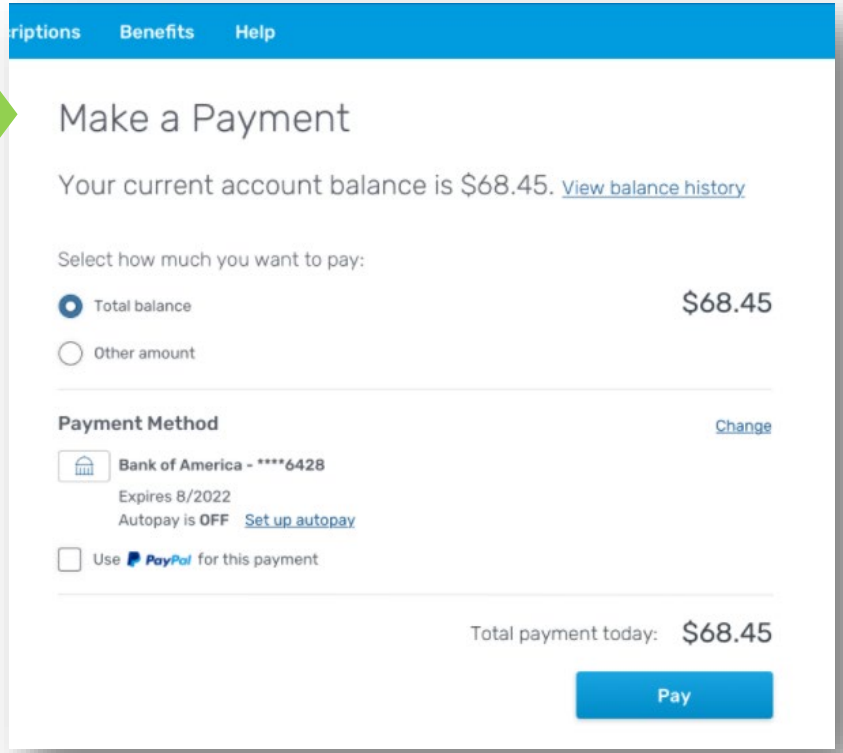
+ Formularios disponibles en español

All forms are available in Spanish as well

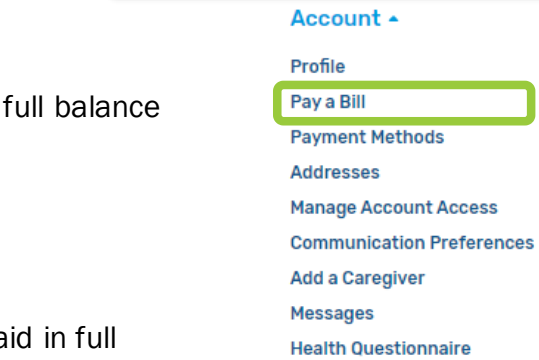
- Print a Home Delivery Order Form
- Request a home delivery form be mailed to you
- Print a Mail Order Fax Form
- Start a claim reimbursement
- Request a blank claim reimbursement form be mailed to you

Pay a Bill

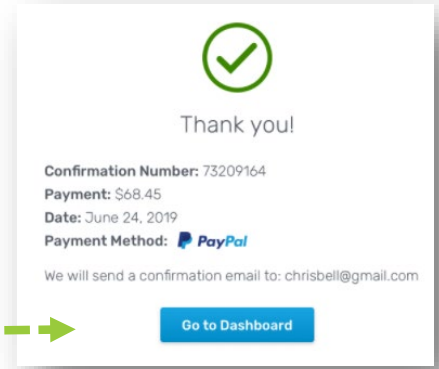
Account page



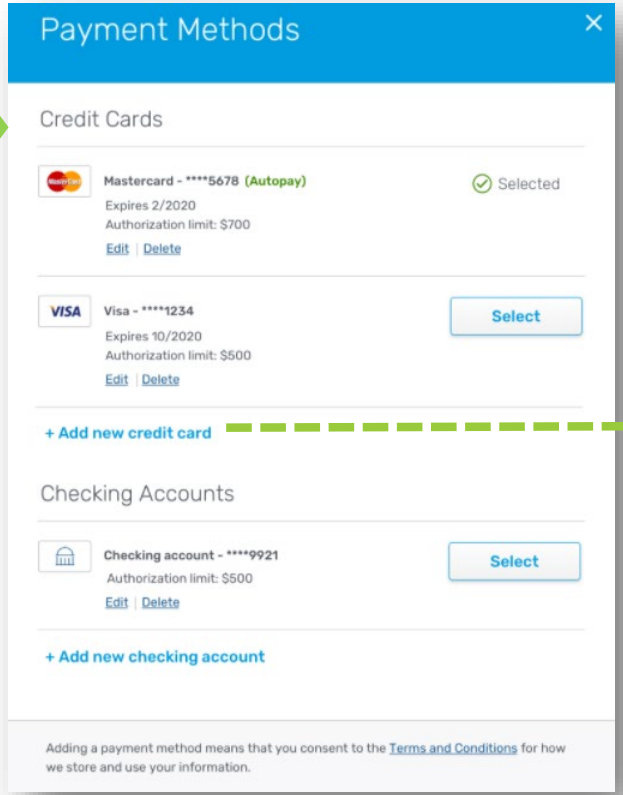
- Members can pay a partial or full balance using:
  - Credit cards
  - eCheck
  - PayPal
- Past-due balances must be paid in full

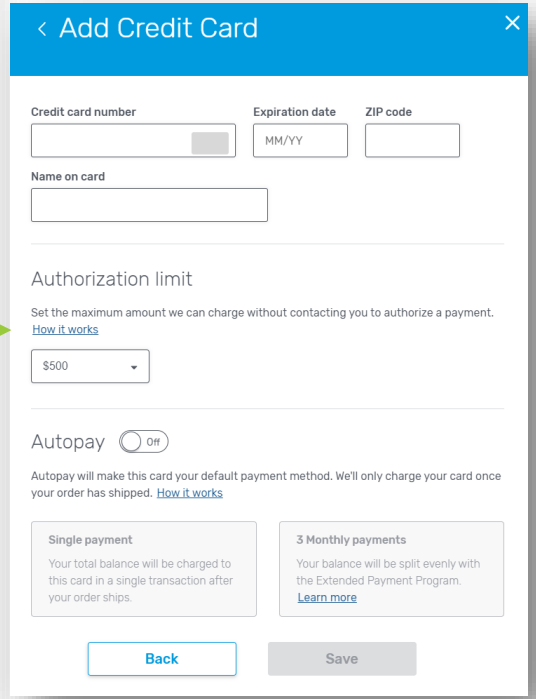


- Payment page includes options to:
  - Update payment methods
  - Navigate to Mail Order Payment Page for historical transactions
- Provides confirmation screen



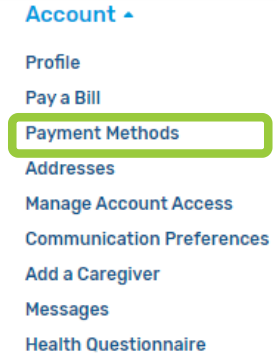
Payment Methods





- Members have the ability to add/edit/delete payment methods for credit cards or eCheck

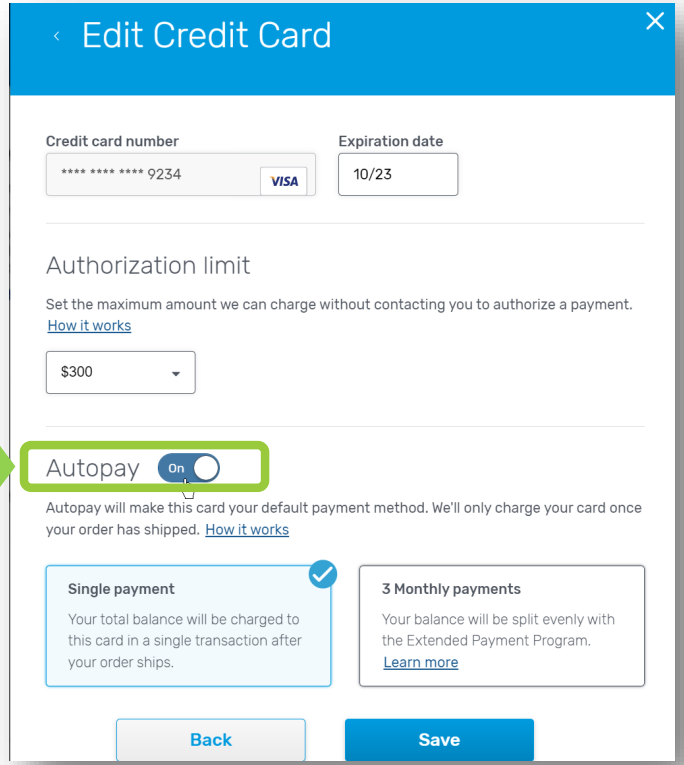
Account page



- They can enroll for automatic payments (Autopay)

- Authorization limit setting will determine the maximum amount we can process automatically.
- Other benefits:
  - Tokenization of credit card information
  - Leveraging financial entities

Autopay Option

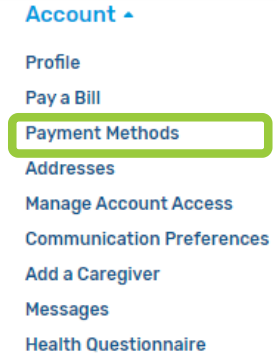


- Autopay is only available via the Payment Methods overpanel today
  - From Checkout page
  - From Make a Payment page
  - From Payment Methods page

- Enroll in Autopay and opt to either:
  - Pay the full invoice amount

    OR
  - Set up Extended Payment Program (EPP) to pay an invoice in 3 installments

Account page



Manage Account Access

Account page