

Frequently Asked Questions – Auto Refills Service Enhancement

- Q1. What is the Auto Refills service enhancement?** The Express Scripts Auto Refills is a Home Delivery service enhancement designed to assist you in never running out of your medication. After enrolling your maintenance prescriptions in the program, Express Scripts will automatically calculate your prescription usage and day's supply remaining. When it's time to refill your prescription, Express Scripts will fill your maintenance prescriptions automatically for you and mail them to your home.
- Q2. Is there are charge for the service?** Auto Refills service is free of charge. Only your standard co-payments apply.
- Q3. What type of medications is considered to be maintenance?** Maintenance medications are those taken on an on-going basis that need to be replenished regularly such as birth control, high blood pressure, high cholesterol, diabetes and other long term prescriptions.
- Q4. Can I select which maintenance medications I want to have automatically refilled?** Yes, you will have the flexibility of enrolling all of your maintenance medications in the program or selecting specific medications to enroll. However, in compliance with pharmacy law, controlled substances are not included in the service.
- Q5. What are the benefits of enrolling in Auto Refills?** The following are benefits of enrolling your prescriptions in this service:
- Peace of Mind: You will no longer need to worry about remembering to refill your medications. We will take care of it for you so you can spend more time doing the things you enjoy.
 - Maintain an adequate supply: We will replenish your medication for you based on your prescribed dosage regimen set by your doctor so that you can take your medication regularly.
 - Convenience: Save Time and Money: If your medical condition is managed well, we do all the work for you and help you save money by delivering your 90 day fills to your home free of charge.
- Q6. How do I enroll?** There are 3 convenient ways to enroll according to your preference:
1. Visit our Web site at www.express-scripts.com, click on "Refill Prescriptions" and select the prescriptions you would like to have automatically refilled.
 2. At the time of refilling your prescription, we ask you if you want to enroll the prescription in Auto Refills. If you answer yes, there is nothing more for you to do. We will begin automatically refilling your prescription on all future refills.
 3. You can speak directly to an Express Scripts patient care advocate to enroll your prescription(s) in the program.
- Q7. How will I know that my prescription has been processed?** Through your preferred method of communications, we will send you notification 7 days before we begin processing your next refill. You can change the next processing date or cancel the prescription from the automated refills service anytime before processing begins.
- Q8. How will I know that my prescription has been shipped?** When the order has been shipped, we will send you a ship notification through your preferred method of communications.
- Q9. How do I pay for prescriptions that are enrolled in the program?** We will use your preferred payment method on file.
- Q10. What if my doctor changes the dosage of my prescription, switches me from a brand to generic drug or takes me off of the medication? How do I stop the automatic refills?** You may un-enroll a medication from the automatic refill service for any reason anytime before processing begins.
- Q11. Where can I get more information about the automatic refill service?** You may learn more about Auto Refills by visiting www.express-scripts.com or by contacting an Express-Scripts patient care advocate.