

Express Scripts Mail Order FAQs

How can I get my medicine delivered?

If you take prescription medication on an ongoing basis, your prescription drug plan may allow you to order prescriptions from our convenient home delivery pharmacy. Once you've registered, you should see your prescriptions. If you don't see your prescriptions, use the search function next to **Prescriptions you can order today** to look up an Rx number. With this information you, we'll be able to find all of your prescriptions.

Any long-term prescriptions that are eligible for delivery will appear at the bottom of your [homepage](#). Add prescriptions to your cart and complete checkout to switch them to delivery.

When you start using the Express Scripts PharmacySM, you can refill and renew your prescriptions on our website or with our [mobile app](#).

What if I need to speak with a pharmacist?

Your Express Scripts pharmacist is available 24 hours a day and can answer questions you have about your medicine. We also have pharmacists who specialize in treating many conditions, from the common to the complex and are available during business hours. [Contact us](#) and we'll connect you.

We also offer the expertise of pharmacists who specialize in treating many common and complex conditions. They're available during business hours, or you can send them an email message anytime.

How do I find out what my prescription will cost?

To find the price for your medicine, choose **Price a Medication** under **Prescriptions** and search using the name of your medicine. You'll see pricing and coverage information about that medicine, including prices at competing pharmacies.

How should my doctor write my prescription to get my medicine delivered?

Ask your doctor to write your prescription for a 3-month supplies with refills as needed, instead of a one-month supply with refills. It's important to ask for a longer prescription to maximize your savings on maintenance medicines. Your [Benefits](#) page tells you what your plan covers.

Although we usually talk about a 3-month supply, the actual quantity or days' supply you get could be different. For example, your doctor's instructions, federal and state laws, and your medicine's packaging can affect the quantity or days' supply you can receive of a certain medicine according to your plan.

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How do I send Express Scripts a new prescription?

Your doctor's office can send your prescription to us electronically from their office or by fax.

Go to **Forms & Cards** under **Benefits** in the top menu of the home page and select the appropriate form.

- If you have a prescription from your doctor, print the mail order form. Mail it along with your prescription to the address listed.
- If you're going to see your doctor, print the mail order fax form. Take it to your appointment and ask your doctor to fax it to the number listed.

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You cannot fax your prescription to us, only your prescriber can. For your safety, we check that your prescription comes from a secure fax machine. Once we recognize the fax number, we'll fill your prescription and ship it to you.

Laws or regulations might prohibit faxing certain prescriptions.

Can I get a prescription I'm filling at a local pharmacy delivered instead?

If you have an eligible, long-term prescription, you can switch it to the Express Scripts Pharmacy from your local pharmacy.

1. On your homepage, you'll see any eligible medicine under **Transfer to Home Delivery**.
2. Each medicine will have pricing information and an **Add to Cart** checkbox. Add the medicine to your cart and complete checkout to switch to delivery. We'll call your doctor to get the right prescription.

When you choose delivery, make sure your doctor's information is accurate. To update your doctor's information:

1. On your homepage under **Transfer to Home Delivery**, look at the section called **Confirm your doctor's information**.
2. If you need to change your doctor's information, click the link **Update your doctor information** under **Not your doctor?**
3. Update your doctor's information.

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How do you ship my medicine?

We pack your medicine in a tamper-proof, temperature-controlled package. We ship most medicine through the U.S. Postal Service. We use United Parcel Service (UPS) to ship certain controlled substances.

Free standard shipping is part of your plan's delivery benefit. You can get next-day or two-day shipping at an additional cost. [back to top](#)

How long does it take to get my medicine delivered?

Free standard delivery is part of your benefit and your medicine will usually arrive quickly. However, you can choose next-day or second-day shipping for a fee, and what kind of order you send us can affect delivery time.

Here are some estimations for the time it takes to receive your medicine once an order is placed:

- First-time order - 8 to 11 days
- Refills ordered online - 3 to 5 days
- Refills ordered by mail - 6 to 9 days
- Renewals ordered online (after we receive your doctor's approval) or by fax - 5 to 8 days
- Renewals ordered by mail - 7 to 11 days

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A renewal is different from a refill because your doctor needs to renew your prescription after it expires. That's usually once a year, or after 3 or 4 refills. Sometimes your doctor wants to see you, or get some test results, before renewing a prescription. That helps make sure your medicine is still treating your condition as it should.

When it's time to refill your medicine, you'll see an option to order it on your homepage. The best time to order a refill is when you have about a 14-day supply of your medicine left. This helps make sure you receive your new supply of medicine before your old one runs out.

We send some medicine by next-day delivery and require a signature on delivery. Such medicine includes many drugs prescribed for narcolepsy, attention deficit disorder (ADD), and pain management.

How do I pay for my medicine?

You have many options for paying for your medicine. If you have a bill, you'll see **Pay a Bill** under **Account**.

Our Autopay service is the most convenient way for you to pay for all prescription orders for members covered by your benefit.

To sign up for Autopay:

1. Go to **Payment information** under **Account** in the navigation menu at the top of your screen.
2. Chose **Edit information** on the right side of the blue **Payment information** box.
3. Turn Autopay on.

If you want to use an option other than Autopay, you'll need to check out every time you order a prescription or pay your bill online or through the mail.

If you're having trouble paying for your medicine and need more flexible payment options, your plan might offer an Extended Payment Program. Look for it during checkout or [Contact us. back to top](#)

What is the Express Scripts mobile app and how do I get it?

With the Express Scripts app, you can access and manage your prescriptions when you're on the go. Because some benefit plans don't support the mobile app, you also can access our website through your favorite mobile device.

The app is free and you can download it from your device's app store. Search for Express Scripts and download it today. [back to top](#)

How do I get medicine that my doctor prescribed at a local pharmacy?

It's easy — all you need is your member ID card and prescription.

Generally, your doctor will send your prescription to the pharmacy that's most convenient for you. Then, you just pick up your medicine. You can use the Express Scripts website or app to find nearby pharmacies in your plan's network. Sometimes, your doctor will write a prescription on a form that you can take with you to the pharmacy.

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At the pharmacy, the pharmacist will ask to see your prescription plan or pharmacy benefit card. You can show it to the pharmacist on your smartphone or on the paper card you got from Express Scripts. The numbers and codes on your member ID card allow the pharmacist to determine what you'll pay to fill your prescription based on your plan. [back to top](#)