



## ACTION REQUIRED

You Need to Make an  
Important Decision about Your  
Prescription Drugs

4/1/2010

If you currently receive maintenance medications (list attached) at a Retail Pharmacy for ongoing medical conditions you will be asked to make a decision concerning the filling of your next refill. You will be given three opportunities to make your selection with Express Scripts;

**Step 1:** You will receive a letter from Express Scripts alerting you to the fact that you are currently receiving maintenance medications at the retail pharmacy and you have an option to receive them shipped directly to your home. You will be directed to contact Express Script 1.866.307.9623 or [www.starhomedelivery.com](http://www.starhomedelivery.com) and chose to continue receiving your prescriptions at a retail pharmacy or that you want to participate in the “Select Home Delivery” program

If you contacted Express Scripts in Step 1 above then you are finished and will continue to receive your prescription(s) via your chosen method for the next 12 month period. If you did not contact Express Scripts then you will move to Step 2.

**Step 2:** After you purchase the refill of your maintenance medication at a retail pharmacy you will receive both a letter and a call from Express Scripts asking you to choose to continue to fill your prescription at the retail pharmacy or to participate in the “Select Home Delivery” program.

As with compliance of Step 1, if you have communicated with Express Scripts at the Step 2 level then you will receive your prescription(s) via your chosen method for the next 12 month period.

However, if you have not communicated with Express Scripts at Steps 1 or 2 then you will be moving to the third and final step.

**Step 3:** This will occur when you are at the retail pharmacy trying to fill your prescription for the third time. At this step the pharmacist will instruct you that they cannot fill your prescription because you have not communicated with Express Script concerning the method of dispensing your maintenance medication. To fill the prescription either you or the pharmacist needs to contact Express Script and inform them of your choice for dispensing.

After completing steps 1, 2 or 3 you will continue to receive your prescription via your chosen method without interruption until the prescription expires (12 months from the day it was written).