Transitioning to Express Scripts - Frequently Asked Questions

We’re pleased to announce that, beginning, **January 1, 2014**, St. Lawrence University’s prescription benefit will be managed by Express Scripts. Express Scripts looks forward to putting its clinical experience and state-of-the-art technology to work for you.

With Express Scripts, you’ll have access to:

**Convenient Home Delivery services through the Express Scripts PharmacySM.** You’ll be able to have up to a 90 day supply of most maintenance medications delivered directly to you. Maintenance medications are those taken to treat an ongoing condition, such as high blood pressure, high cholesterol or diabetes.

**A large network of participating retail pharmacies.** Express Scripts has a network of nearly 60,000 independent and chain pharmacies nationwide. Beginning **January 1, 2014** visit us at www.Express-Scripts.com to locate a network pharmacy

**Helpful resources on the Express Scripts website,** www.Express-Scripts.com. Online resources will allow you to:

- Order prescription refills, renewals and check your order status
- Transfer retail prescriptions to Home Delivery for convenience and potential savings
- Enroll in Worry-Free Fills to conveniently receive Home Delivery medication automatically
- Discover possible ways to save money on medications, such as using generics and Home Delivery
- Receive time-sensitive medication-related alerts on your personalized pharmacy care profile
- Look up information about your medications and your prescription drug benefit
- Ask a pharmacist questions anytime, day or night
- View a financial summary of your prescription expenses, especially valuable at tax time.
- Review your prescription history to share with your doctor

**Express Scripts Customer Service Representatives** to assist with questions about your benefit or orders beginning **January 1, 2014**.

**Specialist pharmacists, who each have expertise in the medications that treat a single condition, such as high blood pressure, asthma, diabetes or cancer.** Specialist pharmacists at Express Scripts can answer your questions about how your medications work with each other and how to make them work best for you. Since they know how your plan works, specialist pharmacists can also advise you on potentially reducing your medication costs.

You will receive a Welcome Package that explains your benefit and offers you simple instructions on how to take full advantage of all the prescription services available to you. Your member ID cards will also be included. Beginning **January 1, 2014** please be sure to present your member ID card to your pharmacist when filling prescriptions.
Answers to your questions

Q: Will I be able to refill my current home delivery prescriptions through the Express Scripts Pharmacy?
A: If you have refills remaining with your current home delivery pharmacy, you do not need to get a new prescription, in most cases. Express Scripts will need to confirm that your prescription information has correctly been transferred before filling your next order. You should submit a refill when you’re down to a 2-week supply of medication. After January 1, 2014 you can refill your prescription in one of two ways:

- Visit Express-Scripts.com and activate your account by registering with your member ID card and a current prescription number. Then click “Order status.”
- Call Express Scripts Member Services number as you will need to have your prescription number handy when you call.

Please note that controlled substances and compound medications will not be transferred. If you take one of these medications, you must obtain a new prescription from your doctor. Your Welcome Package will contain instructions for submitting new prescriptions to the Express Scripts Pharmacy.

Q: How can I start using the Express Scripts Pharmacy home delivery service?
A: To get started using the Express Scripts Pharmacy for medications you take on an ongoing basis, ask your doctor to write a prescription for up to a 90-day supply, plus refills for up to 1 year (as appropriate). To fill the prescription, you may:

- Mail your prescription(s) along with the required copayment in the envelope provided with your Welcome Package.
- Ask your doctor to call 1-(866) 340-8983 for instructions on how to fax the prescription. Your doctor must have your member ID number (which is on your member ID card) to fax your prescription.
- Order through the Express Scripts website after registering at Express-Scripts.com.

Q: Is there an additional charge for shipping and handling?
A: No. Medications are shipped via standard service at no cost to you. Express shipping is also available for an additional fee.

Q: How do I know whether my medication is covered or whether there is a generic equivalent?
A: To find coverage and pricing details online, and to find out if your medication has a generic equivalent, beginning January 1, 2014 visit Express-Scripts.com and choose “Price a medication” from the left-hand menu. Or you can contact Member Services.

Q: How soon will I receive my home delivery prescription, and how can I check the status of my order?
A: Orders are usually processed and mailed within 48 hours of receipt. Please allow 8 days from the day you mail in your prescription. After January 1, 2014, you can check on the status of your order by logging on to Express-Scripts.com and choosing “Order status” from the left-hand menu. Or you can call Member Services and use the automated system. If you’re a first-time visitor, take a moment to register. Have your member ID number and a recent prescription number handy.

Q: How do I pay for my home delivery prescriptions?
A: You can pay by check, e-check (see below for additional information), money order or credit card. If you prefer to use a credit card, you have the option of joining Express Scripts’ automatic payment
program by calling 1-(866) 340-8983 or by enrolling online. If you currently use a credit card for your home delivery prescriptions, you’ll need to contact Express Scripts with your credit card information, as this information can’t be transferred.

E-check is another term for electronic fund transfer. When you pay for home delivery prescriptions with e-check, your copayments are conveniently deducted from your checking account. Plus, there’s a 10-day grace period between the time your order is sent and when the amount is deducted from the assigned checking account. (The amount that is being deducted will be included in the prescription information that accompanies your order.)

This document will address the most common questions asked regarding transitioning prescription benefits to Express Scripts.

CONTENTS
GENERAL INFORMATION
welocme MATERIALS
PHARMACY COVERAGE
REFILL TRANSFER INFORMATION
HOME DELIVERY
SPECIALTY MEDICATIONS
PRIOR AUTHORIZATIONS
EXPRESS SCRIPTS' WEBSITE AND MOBILE APP
PRIVACY INFORMATION

GENERAL INFORMATION
Q: When do we become active with Express Scripts?
A: Effective January 1, 2014 Express Scripts will begin providing retail and Home Delivery prescription-drug benefits for St. Lawrence University members.

Q: What is the Express Scripts Customer Service phone number and what are the hours of operation?
A: Express Scripts Customer Service is available 24 hours per day, 7 days per week and can be reached at 1-(866) 340-8983 beginning January 1, 2014.

Q: I am going on vacation. Can I get an additional supply of medication?

Q: Can I receive a 1-year supply of medication if I am traveling overseas?
A: Yes. You may receive a 1-year supply of medication from Express Scripts as long as it is indicated on your prescription. You will be responsible for the copayment associated with a 1-year supply. For more information, call Customer Service at 1-(866) 340-8983 after January 1, 2014.
Q: I am going on vacation. Can I get an additional supply of medication?

Q: Can I receive a 1-year supply of medication if I am traveling overseas?
A: Yes. You may receive a 1-year supply of medication from Express Scripts as long as it is indicated on your prescription. You will be responsible for the copayment associated with a 1-year supply. For more information, call Customer Service at 1-(866) 340-8983 after January 1, 2014.

WELCOME MATERIALS
Q: Will there be new member ID cards?
A: Yes, you will receive your new member ID card in your welcome package in December. (Please note that the member ID card will cover all your dependents. Separate ID cards for dependents will not be issued.) 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’ll 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 www.Express-Scripts.com allows you to print a temporary prescription ID card for use at a participating retail pharmacy. The temporary card isn’t intended to replace your retail prescription card. If you need to order a permanent replacement card, please contact Customer Service toll-free at
• 1-(866) 340-8983 or, starting January 1, 2014, go to www.Express-Scripts.com and register.

Q: What if I don’t receive my member ID card
A: If you haven’t received your new Express Scripts member ID card by January 1, 2014, request a new card by calling Customer Service at
• 1-(866) 340-8983. You can also visit www.Express-Scripts.com to print a temporary prescription card. You can use your temporary member ID card until you receive your permanent card. Also, if you download the Express Scripts Mobile App to your Smartphone, you’ll be able to access your Express Scripts ID card anytime.

PHARMACY COVERAGE
Q: How do I maximize my prescription drug coverage benefits?
A: The following will help to maximize your prescription drug coverage benefits:
Use generic drugs whenever possible.
If you are taking a brand-name drug that is not on your formulary, ask your doctor if a formulary drug or a generic would be right for you.
Use your Home Delivery program for maintenance medications. Maintenance medications are prescription drugs that you take regularly to treat ongoing conditions like diabetes, high blood pressure and asthma. You can usually save time and money by using the Express Scripts Pharmacy to fill your maintenance medications.
Use participating local pharmacies to fill your short-term prescriptions. For example, your doctor might prescribe a 15-day medication for an infection. You should always get these types of medications from a participating local pharmacy.
Q: How can I calculate my out-of-pocket cost for a preferred or a non-preferred drug?
A: There is a tool on www.Express-Scripts.com called "Price a Medication" that will help you calculate the estimated cost of a prescription drug. After **January 1, 2014**, register to www.Express-Scripts.com, and click on "Price a Medication".

Note: The Price a Medication calculator does not imply a guarantee of coverage as covered products or categories are subject to individual plan restrictions and/or limitations. The "Price a Medication" tool displays cost and coverage information for the current calendar year.

Q: Are generics safe?
A: Yes. Generic drugs, like brand-name drugs, must meet established FDA standards of quality and purity to help ensure their safety and effectiveness, and they usually cost less. Generic versions have the same active ingredients as their brand-name counterparts, and they are equal in strength and dosage. Sometimes drug manufacturers use different inactive ingredients, such as fillers and dyes, which affect a drug’s shape, color, size or taste.

Q: Why should I consider generics or preferred brand-name drugs?
A: You may save money by taking generics or preferred brand-name drugs because they usually cost less under your plan than non-preferred brand-name drugs. Many new generics have become available over the past year. If you’re taking a non-preferred drug, ask your doctor whether a lower-cost option would be right for you.

Q: How do I know whether my medication is covered or whether there is a generic equivalent?
A: To find coverage and pricing details online, and to find out if your medication has a generic equivalent, beginning **January 1, 2014** visit www.Express-Scripts.com, after registering and logging in, choose “Price a medication” from the left-hand menu or contact customer service **1-(866) 340-8983**.

Q: Will there be changes to my plan’s list of preferred drugs?
A: Yes, effective **January 1, 2014** your plan’s formulary (a list of preferred medications) will change. As a result, some preferred medications will become non-preferred, and vice versa. Beginning **January 1, 2014**, register to www.Express-Scripts.com to find out which medications are preferred. If you are taking a brand-name drug that is about to become non-preferred, you may want to talk to your doctor about a lower-cost option.

Preferred (or formulary) medications are on the formulary and cost less than non-preferred medications. This list of drugs is determined based on the advice of pharmacists and a group of independent doctors.

Non-preferred (or non-formulary) medications are not on your list of recommended drugs and may cost you more.
REFILL TRANSFER INFORMATION

Q: Will I need to obtain a new prescription?
A: If you have refills remaining with your current Home Delivery pharmacy, then in most cases you will not need to get a new prescription. Your remaining Home Delivery refills should transfer automatically to the Express Scripts Pharmacy. Once the refills have been transferred to Express Scripts (shortly after **January 1, 2014**), you'll be able to refill your Home Delivery prescriptions online, by phone or by mail.

If you need a refill before December 16, 2013, please refill your prescription through your current Home Delivery pharmacy. If you find that any remaining refills have not transferred to the Express Scripts Pharmacy after January 14, 2013, please call Customer Service. **Prescriptions for controlled substances, compounded medications and expired prescriptions will not be transferred.** If you take one of these medications, you must get a new prescription from your doctor. Your welcome package will describe how to send new Home Delivery prescriptions to the Express Scripts Pharmacy.

Q: I currently use a specialty medication that I get through the mail. How do I continue to fill my specialty prescription?
A: If you have remaining refills, your current Home Delivery specialty pharmacy will transfer those refills to Accredo, an Express Scripts specialty pharmacy. If you are due a refill within the first few days in January, please request a refill from your current Home Delivery provider at least 2 weeks before your supply runs out.

If you do not have remaining refills with your current Home Delivery pharmacy, ask your doctor for a new prescription. Provide your doctor with your Express Scripts ID number (shown on your member ID card). Your doctor can either call or fax your prescription to Accredo on or after **January 1, 2014**. (Only your doctor can fax prescriptions.) An Accredo patient-care representative will work with your doctor to help make the transition smooth for you and will call you back to arrange for delivery of your medications on a day that is convenient for you.
HOME DELIVERY

Q: What is the Express Scripts PharmacySM Home Delivery service?
A: The Express Scripts Pharmacy Home Delivery is a home delivery service available as part of your US Investigations Services, LLC prescription drug plan, effective January 1, 2014. With Express Scripts Home Delivery; you’ll save when you fill your long-term prescriptions for up to a 90 day supply.

Q: How can I start using the Express Scripts Pharmacy Home Delivery service?
A: To get started using the Express Scripts Pharmacy for medications you take on an ongoing basis, ask your doctor to write a prescription for up to a 90 day supply, plus refills for up to 1 year (as appropriate). To fill the prescription, you may:
Mail your prescription(s) along with the required copayment in the envelope provided with your Welcome Package.

After January 1, 2014, call Express Scripts toll-free at 1-(866) 340-8983. You will need to have your prescription number handy when you call.


Q: Is there an additional charge for shipping and handling with Home Delivery?
A: Medications are shipped via standard service at no cost to you. Express shipping is also available for an additional fee.

Q: How soon will I receive my Home Delivery prescription, and how can I check the status of my order?
A: Orders are usually processed and mailed within 48 hours of receipt. Please allow 8 days from the day you mail in your prescription. After January 1, 2014, you can check on the status of your order by logging on to www.Express-Scripts.com. Or you can call Customer Service and use the automated system. If you’re a first-time visitor to the website, take a moment to register. Have your member ID number handy.

Q: How do I pay for my Home Delivery prescriptions?
A: You can pay by check, e-check (see below for additional information), money order or credit card. If you prefer to use a credit card, you have the option of joining Express Scripts’ automatic payment program by calling 1-800-948-8779 or by enrolling online. If you currently use a credit card for your Home Delivery prescriptions, you’ll need to contact Express Scripts with your credit card information, as this information can’t be transferred.

E-check is another term for electronic fund transfer. When you pay for Home Delivery prescriptions with e-check, your copayments are conveniently deducted from your checking account. There’s a 10-day grace period between the time your order is sent and when the amount is deducted from the assigned checking account. (The amount that is being deducted will be included in the prescription information that accompanies your order.)
SPECIALTY MEDICATIONS

Q: What is a Specialty Medication?
A: Some prescription drugs are called “specialty medications.” Specialty medications are used to treat complex, chronic health conditions like Multiple Sclerosis or Rheumatoid Arthritis. These medications usually have to be stored or handled in special ways.

Q: Is there an extra cost to use Accredo’s services?
A: No. Accredo is part of your prescription drug benefit.

Q: Can I order all my medications from Accredo?
A: No. Accredo dispenses only specialty medications.

PRIOR AUTHORIZATIONS

Q: What is a coverage review or prior authorization?
A: St. Lawrence University uses coverage management programs to help ensure you receive the prescription drugs you need at a reasonable cost. Coverage management programs include prior authorization, step therapy and quantity duration. Each program is administered by Express Scripts to determine whether your use of certain medications meets your plan’s conditions of coverage. In some cases, a coverage review may be necessary to determine whether a prescription can be covered under your plan.

On or after January 1, 2014, if your prescription requires prior authorization, you or your doctor can initiate the prior authorization review by calling Express Scripts at 1-(866) 340-8983. Express Scripts will inform you and your doctor in writing of the coverage decision.

Q: Will my Prior Authorization (PA) information transfer to Express Scripts?
A: Your Prior Authorization (PA) records will be entered into the Express Scripts system, unless they have recently expired. If the PA is no longer valid, your doctor can submit a request for a new PA to Express Scripts.

Q: Can I find out ahead of time if a medication may need a coverage review?
A: Yes. Starting January 1, 2014, you can log on to www.Express-Scripts.com and use the “Price a medication” feature. After you look up a medication’s name, click “View coverage notes.” Or you can call customer service at 1-(866) 340-8983 on or after January 1, 2014.
EXPRESS SCRIPTS’ WEBSITE AND MOBILE APP

Q: How do I register with the Express Scripts website?
A: Beginning January 1, 2014 visit www.Express-Scripts.com to register. You will be asked to provide your Express Scripts ID number and email address.

Q: What can I do on the Express Scripts website?
A: Beginning January 1, 2014, you can visit www.Express-Scripts.com to get information about your plan, find participating retail pharmacies near you and see how much certain medications will cost. Beginning January 1, 2014, you’ll be able to visit www.Express-Scripts.com to quickly refill Home Delivery prescriptions online, receive timely medication alerts, find potential lower-cost options available under your plan and ask questions of a pharmacist online.

Q: How do I download the Express Scripts Mobile App?
A: Visit your Smartphone’s or tablet’s market or store and search for “Express Scripts”. It’s free to download and use.

Q: What can I do on the Express Scripts Mobile App?
A: Beginning January 1, 2014, you can use the app to view your medications and set reminders for when to take them or to notify you when you are running low. You can also get personalized alerts, check for lower-cost prescription options available under your plan and display a virtual member ID card that you can present at the pharmacy.

PRIVACY INFORMATION

Q: Who has access to my prescription information?
A: Express Scripts has a strong commitment to your privacy. Express Scripts has established effective administrative and technical safeguards to protect the confidentiality of your prescriptions and other information and to secure this information from unauthorized or improper access, disclosure or use. In addition, Express Scripts does not sell individually identifiable information nor lists of members and their covered dependents to outside companies for solicitation or marketing purposes.
2014 Preferred Drug List Exclusions

As of Jan. 1, 2014, the excluded medications shown below are not covered on the Express Scripts drug list. In most cases, if you fill a prescription for one of these drugs after Jan. 1, you will pay the full retail price.

Take action to avoid paying full price.
If you are currently using one of the excluded medications, please ask your doctor to consider writing a new prescription for one of the following safe and effective covered alternatives.

<table>
<thead>
<tr>
<th>Drug Class</th>
<th>Excluded Medications</th>
<th>Covered Alternatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANTINEOPLASTIC/ IMMUNOSUPPRESSANT</td>
<td>Cimzia, Simponi, Stelara, Xeljanz</td>
<td>Entrel, Humira</td>
</tr>
<tr>
<td>Biologics – Injectable Tumor Necrosis Factor Antagonists and Other Drugs for Inflammatory Conditions</td>
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<tr>
<td>AUTONOMIC &amp; CENTRAL NERVOUS SYSTEM</td>
<td>Betaseron</td>
<td>Avonex, Extavia, Rebif</td>
</tr>
<tr>
<td>Interferon Beta Medications for Multiple Sclerosis</td>
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<td></td>
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<tr>
<td>Long-Acting Opioid Oral Analgesics</td>
<td>Avinza, Exalgo, Kadian</td>
<td>morphine sulfate ER, oxymorphone ER, Nucynta ER, Opana ER, Oxycontin</td>
</tr>
<tr>
<td>CARDIOVASCULAR</td>
<td>Edarbi/Edarbyclor, Micardis/Micardis HCT, Teveten/Teveten HCT</td>
<td>candesartan/hydrochlorothiazide (HCTZ), irbesartan/HCTZ, losartan/HCTZ, valsartan/HCT</td>
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<tr>
<td>Angiotensin II Receptor Antagonists + Diuretic Combinations</td>
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<tr>
<td>DIABETES</td>
<td>Abbott (Freestyle, Precision), Bayer (Breeze, Contour), Nipro (TRUETrack, TRUETest), Roche (Accu-Chek)</td>
<td>LifeScan (OneTouch)</td>
</tr>
<tr>
<td>Blood Glucose Meters &amp; Strips</td>
<td>Jentadueto, Kazano, Nesina, Tradjenta</td>
<td>Janumet, Janumet XR, Januvia, Kombiglyze, Onglyza</td>
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<tr>
<td>Dipeptidyl Peptidase-IV Inhibitors &amp; Combos</td>
<td>Victoza</td>
<td>Bydureon, Byetta</td>
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<td>Incretin Mimetics</td>
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<tr>
<td>(Glucagon-Like Peptide-1 Agonists)</td>
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<tr>
<td>Insulins</td>
<td>Novolin</td>
<td>Humulin</td>
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<tr>
<td>Apidra, NovoLog</td>
<td></td>
<td>Humalog</td>
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<tr>
<td>EARD/NOSE</td>
<td>Beconase AQ, Omnaris, Rhinocort Aqua, Veramyst, Zetonna</td>
<td>flixisolide, fluticasone propionate, triamcinolone acetonide, Nasonex, Qnasl</td>
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<tr>
<td>Nasal Steroids</td>
<td></td>
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<tr>
<td>ENDOCRINE (OTHER)</td>
<td>Fortesta, Testim</td>
<td>Androgel, Aviron</td>
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<tr>
<td>Androgen Drugs (Topical Testosterone Products)</td>
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<tr>
<td>Growth Hormones</td>
<td>Nutropin/Nutropin AQ, Omnitrope, Saizen, Tey-Tropin</td>
<td>Genotropin, Humatrope, Norditropin</td>
</tr>
</tbody>
</table>

*These changes apply to most Express Scripts national drug lists; does not apply to Medicare plans.
### Drug Class

<table>
<thead>
<tr>
<th>Excluded Medications</th>
<th>Covered Alternatives</th>
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<tbody>
<tr>
<td><strong>IMMUNOLOGICAL</strong></td>
<td></td>
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<tr>
<td>Interferons</td>
<td>PegIntron</td>
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<tr>
<td></td>
<td>Pegasy</td>
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<tr>
<td><strong>OBSTETRICAL &amp; GYNECOLOGICAL</strong></td>
<td></td>
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<tr>
<td>Ovulatory Stimulants (Follitropins)</td>
<td>Bravelle, Follistim AQ</td>
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<tr>
<td><strong>OPHTHALMIC</strong></td>
<td></td>
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<tr>
<td>Antiglaucoma Drugs</td>
<td>Zioptan</td>
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<tr>
<td>(Ophthalmic Prostaglandins)</td>
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</tr>
<tr>
<td></td>
<td>ilanoprost, travoprost, Lumigan, Travatan Z</td>
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<tr>
<td><strong>RESPIRATORY</strong></td>
<td></td>
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<tr>
<td>Epinephrine Auto-Injector Systems</td>
<td>Auvi-Q</td>
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<tr>
<td>Pulmonary Anti-Inflammatory Inhalers</td>
<td>Alvesco, Flovent Diskus/HFA</td>
</tr>
<tr>
<td>Pulmonary Anti-Inflammatory/ Beta Agonist Combination Inhalers</td>
<td>Advair Diskus/HFA, Breo Ellipta</td>
</tr>
<tr>
<td>Beta-2 Adrenergics (Short-Acting Inhalers)</td>
<td>Maxair Autohaler, Proventil HFA, Xopenex HFA</td>
</tr>
<tr>
<td><strong>UROLOGICAL</strong></td>
<td></td>
</tr>
<tr>
<td>Erectile Dysfunction Oral Agents</td>
<td>Levitra, Staxyn</td>
</tr>
</tbody>
</table>

Additional covered alternatives may be available. Costs for covered alternatives may vary. Log on to [Express-Scripts.com/coversed](http://Express-Scripts.com/coversed) to access cost-savings tools that provide pricing and coverage information for specific medications. Other prescription benefit considerations may apply.

### Excluded Medications/Products at a Glance

- Abbott Meters & Strips (Freestyle, Precision)
- Advair Diskus/HFA
- Alvesco
- Apidra
- Auvi-Q
- Avinza
- Bayer Meters & Strips (Breeze, Contour)
- Beconase AQ
- Betaseron
- Bravelle
- Breo Ellipta
- Cimzia
- Edarbi/Edarbyclor
- Exalgo
- Flovent Diskus/HFA
- Follistim AQ
- Fortesta
- Jentadueto
- Kadian
- Kazano
- Levitra
- Maxair Autohaler
- Micardis/Micardis HCT
- Nipro Meters & Strips (TRUEtrack, TRUEtest)
- Novolin
- NovoLog
- Nutropin/Nutropin AQ
- Omnaris
- Omnitrope
- PegIntron
- Proventil HFA
- Rhinocort Aqua
- Roche Meters & Strips (Accu-Chek)
- Saizen
- Simponi
- Staxyn
- Stelara
- Testim
- Teveten/Teveten HCT
- Tev-Tropin
- Tradjenta
- Veramyst
- Victoza
- Xeljanz
- Xopenex HFA
- Zetonna
- Zotarol
- Zioptan

If you have any questions, please call the number on your member ID card.

Express Scripts manages your prescription benefit for your employer, plan sponsor or health plan.

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