



Express Scripts - Frequently Asked Questions

DICK'S Sporting Goods prescription benefit plan is managed by Express Scripts. With Express Scripts, you'll have access to:

- **A large network of participating retail pharmacies.**
- **Helpful resources on Express-Scripts.com**, including the ability to order home delivery refills, check order status, compare medication costs, request order forms, search for participating retail pharmacies and access useful health and benefit information.
- **Express Scripts Member Services representatives, available 24 hours a day, 7 days a week** (except Thanksgiving and Christmas), to assist with questions about your benefit or orders.
- **Convenient home delivery services through the Express Scripts PharmacySM**. You'll be able to have up to a 90-day supply of long-term medication delivered directly to you for two copayments. Long-term medications are those taken to treat an ongoing condition, such as high blood pressure, high cholesterol or diabetes.
- **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.

Answers to your questions

Q: Is there an Express Scripts member ID card?

A: Yes, you must show your member ID card to your pharmacist when filling a prescription for yourself or a covered family member (please note that the member ID card will cover all your dependents. Separate ID cards for dependents will not be issued.). You can also access your member ID card anytime from your smartphone if you download the Express Scripts Mobile App.

A convenient feature on the Express Scripts website allows you to print a temporary member ID card for use at a participating retail pharmacy. The temporary card isn't intended to replace your permanent member ID card. If you need to order a permanent replacement card, you can do so through the Express Scripts website or contact Member Services at 1.800.766.4695

Q: How do I find a participating retail pharmacy?

A: Visit the website, Express-Scripts.com, or call Member Services toll-free at 1.800.766.4695 to access the interactive pharmacy locator. You will be asked for your member ID number and the location where you want to locate a pharmacy.

Q: What happens if I go to a pharmacy that is *not* in the Express Scripts network?

A: If you go to a pharmacy that is outside the Express Scripts network, your medication **will not** be covered. There are nearly 60,000 pharmacies that participate in the Express Scripts network. Contact Member Services at 1.800.766.4695 if you have questions or need assistance locating a network pharmacy.

Website and mobile app

Q: How do I register with the Express Scripts website?

A: Visit Express-Scripts.com and click the "Register Now" button. You will be asked to provide your Express Scripts ID (or your Social Security) number and email address. You can find:

- information about your plan
- participating retail pharmacies
- medication costs
- home delivery (mail order) refill requests
- medication alert settings
- ask a pharmacist online...and more....

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. You can:

- view your medications
- set personal reminders (medication alerts, refill reminders)
- check for lower-cost prescription options
- display a virtual member ID card

General Prescription Information

Q: How much medication can I receive per prescription?

A: You may receive up to a 30-day supply of medication from a participating retail pharmacy. However, for a medication you take on a long-term basis (such as those used to treat high blood pressure or high cholesterol), you should ask your doctor to prescribe up to a 90-day supply, plus refills for up to 1 year (as appropriate), to be filled through Express Scripts home delivery.

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, visit Express-Scripts.com and choose “Price a medication” from the left-hand menu. Or you can contact Member Services.

Q: Are generics safe?

A: Yes. FDA approved 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, check your copayments and then ask your doctor whether a lower-cost option would be right for you.

Q: I currently have refills on a retail prescription. Do I need a new prescription from my doctor?

A: No. Just use your Express Scripts card for any refills you have at a retail pharmacy.

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

A: Yes. To receive an extended supply of medication, call Member Services at 1.800.766.4695.

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. There are some limitations with controlled or temperature sensitive medications. For more information, call Member Services at 1.800.766.4695.

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.

Home Delivery (Mail Order) Prescription Service

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 to the address on the back of the mail order form. You can find the form on the Express Scripts website (www.Express-Scripts.com) or on www.benefityourliferesources.com/forms , or
- Ask your doctor to call 888.327.9791 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, or
- 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 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. 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.

Also, **many home delivery prescriptions can be refilled automatically** through the Express Scripts **Worry-Free Fills[®]** program. After you enroll a prescription in Worry-Free Fills, Express Scripts will automatically send the next refill when you near the end of your current home delivery supply. You won’t have to call or click to request it. Simply visit Express-Scripts.com to enroll your eligible prescriptions in the Worry-Free Fills program.

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 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. 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.)

Q: How do I order additional home delivery forms?

A: Order online at Express-Scripts.com or call Member Services toll-free at 1.800.766.4695 to use the automated system. You can also access a home delivery form by clicking the “Forms” tab at www.benefityourliferesources.com.

Specialty Medications

Q: I currently use a specialty medication. How do I continue to fill my specialty prescription?

A: 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. [Accredo is the name of the specialty pharmacy that dispenses specialty medications on behalf of Express Scripts.](#) (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.

Q. How do I contact Accredo?

A: 1-800-987-5244

Prior Authorization

Q: What is a coverage review or prior authorization?

A: DICK'S Sporting Goods uses coverage management programs to help ensure you receive the prescription drugs you need at a reasonable cost. Coverage management programs include prior authorization 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.

If your prescription requires prior authorization, you or your doctor can initiate the prior authorization review by calling Express Scripts at 800.753.2851. Express Scripts will inform you and your doctor in writing of the coverage decision.

Q: Can I find out ahead of time if a medication may need a coverage review?

A: Yes. Log on to 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 Member Services at 1.800.766.4695.