

Exclusive Home Delivery – Frequently Asked Questions

What is Exclusive Home Delivery?

Exclusive Home Delivery is a program offered through our prescription drug card provider, Express Scripts (ESI), which is designed to provide you with the maintenance prescription drugs that you and your family members need on the most economical basis. This program is used by thousands of employers and their employees across the country for maintenance medications.

Effective July 1, 2015, our 90 days-at-retail program will end. You will no longer be able to purchase a 90 day supply at your retail pharmacy. For a limited time, you will be able to purchase a 30 day supply of maintenance drugs at your retail pharmacy. To receive a 90 day supply, you will need to transfer your prescription to the mail order program.

Beginning July 1, 2015, if you are currently taking maintenance medications, or if you receive a new prescription for maintenance medications, you can fill a 30 day supply of that prescription up to three (3) times at retail. After that, you will need to transfer your prescription to the mail order program if you want to continue receiving coverage for that medication.

If you want to continue receiving a 90 day supply of your maintenance medications at one time for one copay, you can transfer your maintenance prescriptions to mail order now, or before July 1, 2015. The mail order program has been available for several years and many of you already use it! You are encouraged to take advantage of it as soon as possible.

Why is the District implementing this program?

The District is implementing this program because drugs purchased through the mail order program are generally lower cost than drugs purchased at retail. By reducing the cost of maintenance drugs, the District can redeploy resources to support the educational mission of the District.

Which drugs can I still purchase at retail?

This program is for maintenance medications only. You will still receive drugs prescribed for acute conditions through your retail pharmacy. These are drugs that are prescribed for a short course of treatment – usually less than 90 days – for which there are generally no refills.

Other examples may include a prescription you receive for pain medication, a topical ointment, an antibiotic or medication for a severe cough or congestion.

Which drugs will I need to transfer to the mail order program?

The Exclusive Home Delivery program is for maintenance medications – those that you generally take on an ongoing basis. Examples include drugs to help you manage blood pressure, cholesterol, diabetes, mental illness, seasonal allergies, and other ongoing conditions. Under the new Exclusive Home Delivery program, you will have access to these maintenance medications through the convenience of home delivery through the mail.

How will I know if my drug is available through the mail?

If ESI determines that you are purchasing a maintenance medication under the District's prescription drug program, ESI will contact you through the mail each time you fill that prescription in the mail to notify / remind you that you will need to transfer the prescription from retail to the mail order program.

After July 1, if I am taking a maintenance drug, what should I expect?

Under the program, you will be able to purchase a 30 day supply of maintenance drugs at your retail pharmacy up to three (3) times. Each time you fill the drug at retail, you will receive a letter from ESI reminding you that you need to transfer your maintenance prescription to the mail order program, along with instructions on how to do so. **Please note:** *you will pay a separate copay each of the three times that you refill, so switching soon will save you money!*

When you transfer your prescription to the mail order program, you will receive a 90 day supply of the medication for one copay. At that time, you will begin enjoying the benefit of mail order delivery.

What happens if I don't sign up for the program?

If you do not transfer your prescription to the mail order program, your prescription will be denied at retail after the third month. If that happens, the only way you can get your prescription filled at retail is to purchase the drug for the full price. The District will not reimburse you for this purchase.

Why is the District allowing 3 refills at retail for maintenance drugs?

For existing maintenance medications, the District understands the importance to covered members to continue taking your medications. Giving you three refills gives you time to make the transfer to mail order. You are encouraged to do so sooner so that you can continue receiving your 90 day supply for one copay.

For new maintenance medications, it may take time for you and your doctor to make sure that you have the right dose and that you tolerate your medication. Therefore, rather than purchasing a 90 day supply right away, this gives you time to work with your doctor to make sure that you have the right drug, and the right dose. As soon as you and your doctor decide that you have the right drug and the right dose, then you are encouraged to transfer your prescription to the mail order program.

How soon can I switch to mail order delivery?

You can switch your maintenance medication to the mail order delivery program right away. The mail order program has been available to District employees for several years and many members already use it. But if you have a new maintenance medication, it is best to receive at least one month at retail before purchasing a 90 day supply to make sure the drug and dosage is right for you.

Can I still receive maintenance drugs at the Onsite Healthcare Center?

Yes, you are welcome to continue receiving a 30 day supply of maintenance drugs through the District's Onsite Healthcare Center at no cost to you for those medications that are available. You are encouraged to consider utilizing the mail order program to take advantage of the convenience of having your maintenance medications delivered to your home. To find out if the onsite clinic carries your maintenance medication, call 262-306-5200 to speak with Bekki or Shelley.

Who do I contact for assistance on moving my maintenance drug prescription to the mail order pharmacy?

Transferring your maintenance medication to mail order is easy! You can call an ESI representative at 877-861-0358 and they will contact your existing pharmacy to make the transfer.

Can I transfer my medications to mail order online?

Yes, you can log into your account at www.express-scripts.com to transfer your medications on your own. If you haven't created an account yet, you'll want to sign up as a new user by clicking the following [link](#). You'll just need to have your member ID from your health insurance card ready.