



EPC

Benefit Resources, Inc.

PRESCRIPTION MAIL ORDER INFORMATION

Q: I have refills remaining on my current prescriptions at ESI mail order; can I still get these refills?

A: Yes. After January 1, 2018, you may call ESI Member Services at 1-800-987-5246 to reorder. Please have your Member number (on your Highmark ID card) and your refill number available. *Please note that you will need to obtain a new prescription for injectable medications (except insulin), compounded medications and controlled medications since these are non-transferable.*

Q: If I reorder a prescription from mail order in December, when can I reorder again?

A: You must use 60% of your medication before a refill can be reordered. Example: if you receive a 90-day supply of your medication, then you may reorder after day 54 from your last fill.

Q: How soon can I get a refill for my 90-day prescription drug when I re-order through Home Delivery?

A: You can order a refill of your home delivery prescription after 60% of the drug has been used. For example, if you take a medication once a day for 90 days, you can order a refill starting with day 54. Your Home Delivery receipt will indicate the earliest date that your prescription can be re-ordered.

Q: How can I start using Home Delivery?

A: To get started using the ESI Home Delivery Pharmacy Service for medications that you take regularly, ask your physician to write a prescription for a 90-day supply plus refills for up to one year. Mail your NEW prescription along with the “ESI Home Delivery Pharmacy Service Order Form” and requested co-payment. Or you may ask your physician to call 1-888-EASYRX1 (1-888-327-9791) for instructions on how to fax the NEW prescription. Your physician must have your Member ID number (which is on your Highmark ID card) to fax with your prescription. You can reorder refills through the website after registering on www.highmarkbcbs.com

Q: How do I refill my home delivery prescriptions?

A: There are *three* methods of reordering your home delivery prescriptions:

1. **Online**—Register at www.highmarkbcbs.com. Then click on “fill Medco Rx.” Available prescription refills will be displayed in the personalized “order center” as well as within your prescription history. From the order center, simply check the box next to the items you want to order and follow the on-screen instructions to check out.



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2. **By Telephone**—Call ESI Member Services 1-800-987-5246 to use the automated refill system. Have your Highmark member ID number and your prescription numbers handy.
3. **By Mail**—Use the refill order form that will accompany your home delivery prescription order. Mail it with your co-payment to ESI Home Delivery in the provided return envelope.

Remember to reorder your medications at least 14 days before your medication runs out. Your refill reorder date is provided on your prescription bottle and on the refill slip that comes with every order. You can also check online at www.highmarkbcbs.com.

Q: Is there an additional charge for shipping and handling?

A: No. Medications are shipped at no cost to you. Overnight delivery is also available for an additional charge.

Q: How do I pay for my home delivery prescriptions?

A: You may pay by check, money order, or credit card. If you prefer to use a credit card, you have the option of joining the automatic payment program by calling ESI Member Services at 1-800-987-5246 or enrolling on line at www.highmarkbcbs.com.

Q: If I forget to send my method of co-payment with my order or send too much co-payment, what happens?

A: On the first order, if the cost to you is under \$150 the order will be filled and you will be billed for your co-payment. If the cost to you is over \$150, the order will be stopped and you will be contacted for your method of payment. If you send too much co-payment, your account will be credited and the credit will be applied toward your next order.

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 7-11 days from the day you mailed your prescription for normal mail delivery. To check on your order status, visit www.highmarkbcbs.com and choose “Order Status” from the menu, or call ESI Member Services at 1-800-987-5246 and use the automated system.

Q: How do I order additional home delivery order forms?

A: Visit www.highmarkbcbs.com or call Express Scripts Member Services at 1-800-987-5246.