

Express Scripts Pharmacy Roadmap

What type is your prescription? Non-specialty or specialty?

Non-specialty
(most prescriptions)

Customer Service

Retail pharmacy, home mail order, order status, benefit coverage, claim processing

Express Scripts
1-866-832-9259
24 hours/day, 365 days/year

Save by filling a 90-day supply for some medications by mail order

Looking for a lower-cost option?

Ask questions or request a review of your medication to determine possible lower-cost options

Express Scripts
<https://www.express-scripts.com>



Check the plan formulary
(list of covered drugs)

Prior Authorization (Doctor Only)

Ask your physician's office to call in or fax a prior authorization request to:

Express Scripts
Prior Authorization Department
Phone: 1-800-753-2851 (doctor only)
Fax: 1-877-251-5896

24 hours/day, 365 days/year
(doctor can leave a message, fax or eprescribe)

Specialty

(specialty prescriptions are typically given by injection or infusion, require special handling such as refrigeration, and/or are very expensive)

Customer Service

Pharmacy, home mail order, order status, benefit coverage, claim processing, prior authorization

Accredo Pharmacy
1-800-803-2523
5 am – 8 pm, Monday – Friday
5 am – 2 pm, Saturday

Specialty medications must be filled through Accredo pharmacy

Looking for a lower-cost option?

Ask questions to see if copay assistance is available.

Accredo Pharmacy
1-800-803-2523
5 am – 8 pm, Monday – Friday
5 am – 2 pm, Saturday

Check the plan formulary
(list of covered drugs)

Prior Authorization (Doctor Only)

Ask your physician's office to call in or fax a prior authorization request to:

USRX Care
Prior Authorization Department
Phone: 1-844-744-4410 (doctor only)
Fax: 1-844-316-6538

9am – 6pm, 7 days a week