

# Mandatory mail prescription rider

## Frequently asked questions

### ▶ I was told my prescription drug coverage includes a mandatory mail rider. What does that mean?

You must obtain most long-term medications from the Express Scripts Pharmacy. Your medication(s) will be delivered to your home.

The list of drugs subject to mandatory mail order is located at [messa.org](http://messa.org).

### ▶ Why does my plan require home delivery for a medication to be covered?

Medications dispensed by Express Scripts save you and your plan money. Groups can choose or bargain plans with or without the home delivery requirement. Adding a mandatory mail rider to an existing plan can reduce the total medical premium by over 1 percent.



### ▶ How do I order a medication through Express Scripts?

- Go to [messa.org](http://messa.org) and click on “Rx home delivery.” Log in to your member account and you will be taken to Express Scripts. Review your prescriptions subject to mandatory mail order and transfer them to Express Scripts home delivery.
- Ask your doctor to submit the prescription electronically to Express Scripts or call 888.327.9791 for instructions on the fax service. Most physicians are familiar with Express Scripts.
- Ask your doctor for up to a 90-day supply for new or renewing medication(s), plus refills for one year if appropriate. You can mail the paper prescription to Express Scripts.

### ▶ What do I have to pay when I get my prescription?

**For MESSA Choices:** Your prescription copayment(s) or coinsurance apply.

**For MESSA ABC:** You must pay your deductible in full and then Rx copayment(s) or coinsurance apply.

### ▶ How do I pay for a prescription?

You can pay online or be billed for a medication. You may pay with credit, debit, HSA debit or check.

### ▶ Does the Express Scripts accept coupons?

No. Express Scripts does not accept manufacturer coupons toward the cost of prescriptions or Rx copayments obtained through its mail order pharmacy. MESSA does not reimburse members for Rx coupons.

### ▶ How long does it take to get my medications when I use home delivery?

First-time orders are usually delivered within 10 days after you place your order. Refills usually arrive in less time.

► **How are medications shipped?**

Most medications are shipped via the U.S. Postal Service at no cost to you. Medications containing certain controlled substances are shipped via UPS. If necessary, you can request express shipping, which is available for an additional fee. Medications are packaged according to proper handling instructions.

► **Do I need to be home when the medication is scheduled to arrive?**

No. If your medication requires a signature upon receipt (such as certain controlled substances), the carrier will leave a notice that delivery was attempted with instructions so you can schedule redelivery or pick up your package.

► **Can my prescription be mailed to a post office box?**

A post office box can be used for prescriptions other than controlled substances.

► **What if my medication is lost or stolen and I need a quick fill?**

You are allowed one seven-day emergency fill at a local pharmacy. You will have to pay a regular copayment or coinsurance (not pro-rated) and contact Express Scripts for replacement.

► **What about short-term medications, such as antibiotics, or medications that can only be filled for 30 days?**

You will still obtain short-term medications from your local retail pharmacy.

► **What about specialty medications, including those used to treat chronic conditions?**

Specialty drugs are limited to a 30-day supply and must be obtained from a retail pharmacy or by mail order through Walgreen's Specialty Pharmacy. A few select medications are limited to a 15-day supply.

► **I have a MESSA ABC medical plan and I take a maintenance medication on the list of free preventive prescriptions. Do I need to get that from Express Scripts?**

Yes.

► **Can I order medications for my children and spouse?**

You can order medications for your minor children. Your adult dependent(s) or spouse will need to create an Express Scripts account and grant you access so you can order on their behalf.

► **How do I check the status of my order?**

Log in to your member account at [messa.org](http://messa.org) and click on the "Rx home delivery" link. From there, you can check the order status at the top of your home page.

► **My new prescription was received by Express Scripts but was not filled. Why?**

Express Scripts screens every new prescription for interactions and side effects that may affect your health. It also considers dispensing rules set by your plan. In a small number of cases, Express Scripts may be unable to fulfill an order as requested. Your original prescription will be returned to you with an explanation.

► **Is there a mobile app?**

Yes, the Express Scripts mobile app lets you access and manage your prescriptions while you are on-the-go via a mobile device.

► **Who can I call if I have a general question about my prescription coverage?**

Call MESSA's Member Service Center at 800.336.0013.

► **Who can I call if I have a question about a prescription order?**

Call Express Scripts at 800.903.8346.

