Express Scripts Home Delivery “How To”

- First Time Ordering?
  - When you use the Express Scripts Pharmacy for the first time, you can expect delivery of your order within two weeks from the time Express Scripts receives the prescription from your doctor.
  - It is recommended that you have a 30 day supply of your medication on hand at the time of your order. Refills typically take three to five days to process and ship.
  - There are three easy ways to get started with home delivery from the Express Scripts Pharmacy
    1. Visit myloweslife.com>My Health>Express-Scripts (left hand column of the My Health page).
       - Select “Save on My Prescriptions” on the Express-Scripts page.
       - Select which prescription drugs to switch to Home Delivery.
       - Verify or update your doctor’s information and payment information.
       - Verify your shipping address.
       - Submit your request. Express Scripts will contact your doctor on your behalf to request a new, 90-day prescription (with up to one year of refills, if appropriate) for each medication selected.
    2. By Phone
       - Call the Express Scripts phone number on the back of your medical plan ID card (877-586-3116) and their patient care advocates will do the work for you. They can also contact your doctor on your behalf to request a new, 90-day prescription (with up to one year of refills, if appropriate).
    3. By Mail
       - Mail a completed Home Delivery order form with your prescription. Be sure to ask your doctor for a 90-day prescription (with up to one year of refills, if appropriate). Go to the Fill a New Prescription link under the My Prescriptions section of the Express Scripts website (follow the path outlined above)

- Need a refill?
  - When converting your maintenance prescriptions to Home Delivery from the Express Scripts Pharmacy, you can sign up for Auto Refills. Express Scripts will automatically calculate your prescription usage and day's supply remaining. When it's time to refill your prescriptions, Express Scripts will fill your maintenance prescriptions automatically and mail them directly to your home. You can sign up for Auto Refills at express-scripts.com or by calling the Express Scripts number on the back of your medical plan ID card (877-586-3116).
  - Or you can refill your prescriptions when you have a 30-day supply left of your medication so you don’t run out. Log-in to myloweslife.com>My Health>Express – Scripts or call the Express Scripts number on the back of your member ID card (877-586-3116).