



MEDICAL MUTUAL

Using Your Mail-Order Prescription Drug Benefit

If you take long-term prescription medications, such as those used to treat high blood pressure, high cholesterol or diabetes, your prescription drug benefit may allow you to conveniently order prescriptions through the mail. Once you start, you can refill and renew your prescriptions quickly and easily either by phone or online. To begin using mail order for medications you take on an ongoing basis:

Step 1

Ask your doctor to write a prescription for up to a 90-day supply* (or your prescription drug benefit's mail-order limit), plus refills for up to one year (as appropriate). To fill the prescription, simply choose one of the following options:

- Mail your prescription(s) along with the required copayment and completed mail-order form to the address noted on the form. To print a form, log in to My Health Plan at member.MedMutual.com and click Benefits & Coverage then Prescription Drug. (If you are a first-time visitor, you will need to register. Be sure to have your member ID card handy.) From there, you can be securely redirected to the Express Scripts website. Click Health & Benefits Information then Print Forms. Please enclose payment (credit or debit card information, check or money order) with your order so delivery is not delayed. You can also choose to have a bill sent to you.
- Ask your doctor to call Express Scripts at (888) 327-9791 for instructions on how to fax the prescription. Your doctor must have your member identification (ID) number (which is on your member ID card) to fax your prescription. Only doctors may fax prescriptions to Express Scripts. You will receive an invoice with your order.

Step 2

You pay just one mail-order copayment for up to a 90-day supply, instead of three retail copayments for the same amount at a local pharmacy. This copayment may vary based on your prescription drug benefit. Most medications are shipped via the U.S. Postal Service at no charge to you. Expedited shipping is also available for an additional fee.

Step 3

You will usually receive your medication within eight days of Express Scripts receiving your first order.

To check the status of your order, log into My Health Plan on member.MedMutual.com. Click on Benefits & Coverage then Prescription Drug. You will be redirected to the Express Scripts website. Click Manage Prescriptions then Order Status. You may also call the Rx Member Services toll-free number on your ID card.

Step 4

If you need to speak with a pharmacist, registered pharmacists are available 24 hours a day, seven days a week to answer any questions about your medications. Simply call the Rx Member Services number on your member ID card.



EXPRESS SCRIPTS®



Refilling Your Mail-Order Prescriptions

If you use mail order, it's easy to refill your long-term prescription medications. You can order refills anytime, day or night, online or by phone. Either way, your refills will usually arrive within eight days after Express Scripts receives your order. You can also order refills by mail. Before you order, be sure to have the following information:

- Medical Mutual member ID number
- Prescription number (the 12-digit number on your prescription label)
- Credit or debit card information

Ordering Online

To order a refill of your prescription(s) online, log into My Health Plan at member.MedMutual.com and click on Benefits & Coverage then Prescription Drug. Once you are securely re-directed to the Express Scripts website, you will find a list of your prescriptions available for refill on the home page. Click the Add to Cart button for the item(s) you want to order. When you are ready to complete your purchase, click the shopping cart icon at the top of the page, then click Checkout and follow the instructions. If you want to order a prescription that needs to be renewed, just click the Add to Cart button for that prescription and Express Scripts will contact your provider to renew your prescription.

You can also set up automatic refills for many long-term medications. Once you enroll an eligible medication[†] in the Express Scripts Worry-free Fills program, you no longer need to remember to order refills of your long-term prescriptions. As you get close to the end of your current supply, Express Scripts will notify you about two weeks before mailing you a refill so you can cancel or change the order if you need to. Express Scripts will then send your refill right when you need it.

Ordering by Phone

If you prefer to order refills by phone, call the Rx Member Services number on your health plan ID card. If you need to renew a prescription that may have expired or run out of refills, Express Scripts will contact your provider to renew the prescription.

Ordering by Mail

Some medication orders delivered by the mail-order pharmacy may include a refill slip. To order your prescription refill by mail, simply complete the required information and enclose the refill slip and payment (or complete the credit or debit card information) in the envelope provided.

When Should You Order a Refill?

If you take a prescription medication on a regular basis, you know how important it is to keep a supply on hand. Be sure to order your refills approximately 14 days before you run out of medication. To remind you of when a refill is available, you can check the refill date on the medication label or go online (see instructions above for ordering online). You can also sign up to receive alerts to remind you when you are running low on medications. Alerts are available through the Express Scripts mobile app, which can be downloaded from the Apple App Store, Google Play and Blackberry World.

*The actual quantity and/or days' supply may vary for each medication. Your doctor's instructions on how to take the medication, state and federal dispensing guidelines, or how the medication is packaged may impact the quantity you can receive.

[†]Medications that qualify for Worry-free Fills include: cardiovascular medications, certain HIV medications, diabetes medications, oral contraceptives, osteoporosis medications, Parkinson's disease medications, thyroid medications, and asthma and COPD medications. Medications that can never be automatically refilled because of safety or other reasons include: specialty medications, controlled substances and over-the-counter medications.

Please note: Medical Mutual makes this information available as a courtesy to our employer groups and members with prescription drug benefits through Express Scripts, Inc., our pharmacy benefit manager.