

Prescription Mail Order Do's and Don'ts

Do... use a retail pharmacy for a new prescription. If you have never taken a medication before, use your local pharmacy first. You will be reminded when you need to use the mail order benefit.

Do... ask your doctor for two prescriptions. One should be a 30 day supply for your local pharmacy. The other should be for a 90 day supply, which you can send to the mail order facility.

Do... include all patient information with a new mail order prescription.

Do... order your refills by phone or the web. These are quickest ways to order refills.

Do... call customer service if you are unsure if the medication is covered.

Do... use the Express Scripts website (www.express-scripts.com) to verify co-payment information, request refill reminders and to review/make payment on your mail order account.

Don't... send controlled substances to the mail order facility. There are strict laws for these medications. Talk to your doctor.

Don't... send your payment with your prescriptions. This can cause delays. There is a separate envelope with your order to make payments by check.

Don't... wait until the day you run out of medication to order a refill. You can request a refill up to a month in advance.