



EXPRESS SCRIPTS®

Answering your questions about the Express Scripts Canada Pharmacy

We have received a number of questions about the move to using the Express Scripts Canada Pharmacy to fill maintenance medications as of March 1, 2016. Below you will find answers to some of your questions. If your question is not answered below or you would like to learn more, please visit www.express-scripts.ca > Download and Resources > Members (left of page) > Member FAQ.

How does the Express Scripts Canada Pharmacy Work?

The Express Scripts Canada Pharmacy is an accredited, fully licensed Canadian pharmacy just like any of the retail pharmacies with which you are familiar. You can join the Express Scripts Canada Pharmacy online, by phone or by email. You will be asked to provide your current pharmacy and prescription information for any maintenance medications you are currently taking. Providing this information allows the Express Scripts Canada Pharmacy to reach out to your current pharmacy and have your prescriptions transferred to the Express Scripts Canada Pharmacy. All refills you currently have for your medications will also be transferred to the Express Scripts Canada Pharmacy at this time. For these refills, you have the option to have the Express Scripts Canada Pharmacy automatically remind you when it is time to refill your prescription or you may order your refills as required online or by phone. The Express Scripts Canada Pharmacy can also automatically reach out to your doctor on your behalf to renew a prescription.

If at any time you have questions about the service, want to transfer a prescription, want to know when you will receive your medication or want to request a refill, please email homedepot@express-scripts.com or call **1 (855) 550-MEDS (6337)**.

How do I join the Express Scripts Canada Pharmacy?

We make it easy! You can join one of the following ways:



Online at www.member.express-scripts.ca
Enter the VIP code: **HOME**

OR



By calling toll-free
1 (855) 550-MEDS (6337)

Rather have someone contact you?

Email your preferred day and time to be contacted to mailto:homedepot@express-scripts.com. Please have your prescription drug card, if you have one, and your current maintenance medications with you when joining.

What are maintenance medications?

Maintenance medications are medications that you take regularly to treat ongoing medical conditions such as high blood pressure, high cholesterol or ulcer/reflux. You can locate a comprehensive maintenance drug list on the Express Scripts Canada website using the following path www.express-scripts.ca > Download and Resources > Members (left of page) > Sample Maintenance Medications List (middle of page).

Please note that some medications listed, such as insulin and inhalers, can continue to be filled through your current pharmacy. To confirm what medications need to be filled with the Express Scripts Canada Pharmacy to be covered by your drug benefit plan, please email homedepot@express-scripts.com or call the Member Contact Centre toll-free at **1 (855) 550-MEDS (6337)**.

How do I set up my first delivery?

You can setup your first delivery when joining. Depending on the method you choose, you can either transfer your maintenance medications online or call the Member Contact Centre toll-free at **1 (855) 550-MEDS (6337)**.

To transfer your maintenance medications online through the Online Prescription Manager (www.member.express-scripts.ca/webportal), all you need to do is:

1. Sign-in to the Online Prescription Manager
2. Go to 'my prescriptions' (left sidebar)
3. Click 'transfer medications'

Just provide the information from the prescription label and the Express Scripts Canada Pharmacy will do the rest.

I have a new prescription for a maintenance medication. How do I fill it?

If the prescription is for a medication you have not taken before, take it to your regular pharmacy and ask them to provide you with a one-month's supply of the medication. As soon as you know you will continue taking the medication on an ongoing basis, ask the Express Scripts Canada Pharmacy to transfer the prescription from your usual pharmacy. The Express Scripts Canada Pharmacy will then call the pharmacy that currently has your prescription to have it transferred.

What if the prescription is for a maintenance medication I have taken before?

If the prescription is for a maintenance medication you have taken before, your doctor can fax it directly to the Express Scripts Canada Pharmacy or you can mail the original prescription using the postage-paid envelope included with each medication shipment. Please note that you cannot fax a prescription to the Express Scripts Canada Pharmacy; only your doctor can.

How do I refill my prescription and long will it take to receive my medication?

There are two ways to refill your prescription:

1. Use the auto refill service; or
2. Order your refills as you need them.

If you sign up for auto refills, the Express Scripts Canada Pharmacy will contact you by email or phone (depending on your preference) approximately three weeks before you are scheduled to run out of your medication. At that time, you will be given the opportunity to change or cancel your refill. If the Express Scripts Canada Pharmacy does not hear from you, the prescription will be refilled and sent approximately two weeks before you run out of medication to ensure you always have a supply on hand.

If you do not choose auto refills and wish to order your refills as you need them, those refills will be shipped to you within three to five business days from the time the refill request is received.

Will I be reminded when it's time to renew my prescription?

Yes. When you are on your last refill, a sticker will be attached to your medication to remind you that a new prescription is needed from your doctor. During your initial consultation with an Express Scripts Canada Pharmacy pharmacist, you will be asked if you would like the Express Scripts Canada Pharmacy to reach out to your doctor on your behalf for renewals. If you have indicated yes, four weeks before you are scheduled to run out of your medication, the Express Scripts Canada Pharmacy will attempt to contact your doctor three times to request a new prescription. If for any reason they are unable to obtain a renewal, they will notify you three weeks before you are scheduled to run out of your medication so that you can make an appointment with your doctor to get a new prescription.

What if I have a one-time prescription? Will I be able to go to my local pharmacy to have it filled?

Yes, for non-maintenance medications you can continue to have them filled at a pharmacy and you will be reimbursed through the regular process.

How will possible drug interactions be monitored if I'm filling maintenance prescriptions through the Express Scripts Canada Pharmacy and non-maintenance prescriptions through another pharmacy?

Drug interactions will be monitored the same way that they are at any Canadian pharmacy. Before your maintenance medication is sent to you, it will be submitted to your insurance company for approval by your plan. Any prescriptions you've filled under that benefits plan will be listed and possible drug interactions will be flagged to the pharmacist, regardless of which pharmacy filled the prescription.

Once you join the Express Scripts Canada Pharmacy, a pharmacist will contact you for your initial consultation. During that consultation, the pharmacist will address any questions or concerns you have, make notes of your personal preferences as well as discuss your medications and allergies. Subsequently, each time a new prescription is received, the Express Scripts Canada Pharmacy system will search the medical history and allergy information you provided. The pharmacist will then contact you to confirm the medication and address any issues before filling the prescription.

Is co-ordination of benefits with a spouse's plan allowed?

Yes. The initial claim is always directed to the cardholder's drug plan first and to a spouse's plan second. When joining the Express Scripts Canada Pharmacy, you will be asked to provide all your prescription drug coverage sources. This includes your benefits plan information, your spouse's benefits plan information and government plans. At time of payment, the Express Scripts Canada Pharmacy will apply all sources of drug coverage provided in the appropriate order.

How will my prescriptions be delivered to me?

Orders are sent by expedited parcel mail through Canada Post – at no charge – in unmarked, tamper-resistant packaging. There is no indication on the package that it is from a pharmacy or that it contains prescription medication.

A signature is required by legislation for delivery of packages of medication in Ontario, New Brunswick, Nova Scotia, PEI and Newfoundland.

I am concerned about having prescription drugs delivered to my home as I will not always be home to accept delivery. How will this be addressed?

In provinces where a signature is required upon receipt of the package, any adult who is at the delivery address when the package is delivered can sign for it. If no one is home to sign, a delivery notice card will be left by Canada Post to inform you that your package is available for pickup at a nearby post office. In other provinces, the package will be left in your mail box.

As an alternative to home delivery, you can take advantage of Canada Post's FlexDelivery™ – a unique service that allows you to have packages delivered to any post office, free of charge. To learn more or sign up for this service, visit www.canadapost.ca/flexdelivery.

What happens if I'm away from home, perhaps on vacation, and my medication has been left in my mail box?

If medication has been left for an extended period of time and you're worried about it, please contact the Express Scripts Canada Pharmacy immediately. If there is any risk that the medication has been damaged, it will be replaced free of charge. If you're going on holiday, you can contact the Express Scripts Canada Pharmacy to adjust the delivery date accordingly to ensure it won't be delivered while you're away.

Can I have medications delivered to me at work?

No, you cannot have your medication delivered to you at work.

Some of my prescription medications require refrigeration. How will these be delivered?

The Express Scripts Canada Pharmacy has a complex system for managing and delivering refrigerated items, including insulin. All refrigerated products are sent via Xpresspost (two-day business guarantee) in coolers that have been packaged with refrigerated gel packs to ensure the temperature is maintained between 2°C-8°C degrees during shipment. Delivery will be coordinated with the member so the cooler is not left sitting out. Refrigerated packages can be sent to any designated address, including rural addresses.

Please note that some temperature sensitive maintenance medications like inhalers and insulin can continue to be filled through your current pharmacy. Please refer to the Sample Maintenance Drug List on the Express Scripts Canada website to determine if your temperature sensitive medication is considered a maintenance drug.

If you choose to have these medications delivered through the Express Scripts Canada Pharmacy they will be managed and delivered using the above complex system.

How can I contact the Express Scripts Canada Pharmacy?

Contact the Member Contact Centre if you want to join, have questions about the service, want to transfer a prescription, want to know when you will receive your medication or want to request a refill.

- Email homedepot@express-scripts.com and an advisor from the Member Contact Centre will respond to your request within 48 hours
- Call the Member Contact Centre toll-free at **1 (855) 550-MEDS (6337)**, Monday to Saturday from 7:30 a.m. to 9 p.m. ET

What if I need to speak with a pharmacist after you are closed?

Pharmacists are on call after hours.

1. Call 1 (855) 550-MEDS (6337),
2. Choose to speak with the pharmacy team.
3. If you are concerned about your medication and need the pharmacist on call to contact you, within 60 minutes, press 1. Otherwise, your call will be returned the next business day.



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