



Introducing Your New 2014 Pharmacy Benefits Manager



EXPRESS SCRIPTS®



Pharmacy Benefits in 2014

- Pharmacy benefit administration will automatically change from the Local Government Center (LGC)/HealthTrust and CVS Caremark to Express Scripts, Inc (ESI) effective on January 1, 2014
- New ESI Member ID cards will be mailed in late December to your home address
- Express Scripts will provide you with access to a large national retail pharmacy network and mail order home delivery service
- Pharmacy benefits will be very similar to your current benefits



Most of Your Prescription Information Will Transfer to ESI From CVS Caremark

■ Your Retail Prescriptions

- Just use your new ESI Member ID card after 01/01/2014 at your retail pharmacy

■ Your Mail Order Prescriptions

- Express Scripts will have your mail order refill information from CVS Caremark

■ Other Information that will transfer to ESI includes:

- Prior Authorizations already approved by your physician
- Specialty medications with open refills
- Your election to “Opt-Out” of mandatory mail order



Some information will NOT transfer to ESI from CVS Caremark, requiring you to *TAKE ACTION!*

- Contact your physician for a new prescription if you take any of the following:
 - Controlled substances or narcotics,
 - Compound medications, or
 - If your prescription has expired or does not have any refills available.
- Payment and/or credit card information for mail order refills can be updated when you register your online ESI account.
- Auto-refill requests need to be re-elected through ESI.
- Before December 31, 2013, request your refillable medications through CVS Caremark mail order to ensure adequate supply.



2014 Changes to Your Pharmacy Benefits

- You may see movement in regards to formulary co-pays.
 - Some medications will cost you less and some will cost you more.
 - You will receive a letter in mid-December from ESI if your co-pay is increasing or if a medication that you are taking is not going to be covered.
 - Your co-pay or prescription coverage will not change until after a grace period ending April 1, 2014.
 - If you receive a letter, talk to your doctor about prescription alternatives immediately .



Remember to use your new Express Scripts Member ID Card on or after January 1, 2014.

Broad Network	Locations	Example of Pharmacies Included
Over 67,000 participating pharmacies	274 retail pharmacies in the state of New Hampshire	CVS, Walgreens, Rite Aid, Target, Wal-Mart, Costco, Shaw's, Sam's Club, Hannaford Food & Drug, & independent pharmacies



Contact Express-Scripts for assistance with your benefits as of January 1, 2014

- Call the Member Services toll-free number available 24x7 to talk to a State of NH designated Representative at:

1.866.544.1798

- Register your personal online account at:

www.express-scripts.com

- You may call the Member Services toll-free number or access www.express-scripts.com/stateofnewhampshire during Open Enrollment (November 22nd through December 6th) for assistance with general benefit questions but your personal account information WILL NOT be available until January 1, 2014.



Register for your personal online account Available January 1, 2014

The screenshot shows the Express Scripts website registration page. At the top left is the Express Scripts logo. Below it is a large image of a woman hugging a child, with the text "Millions trust Express Scripts for safety, care and convenience. IT'S SIMPLE!" and a "Create online account" button. To the right is a login section with fields for "email/username" and "password", a "sign in" button, and links for "I forgot my email/username" and "I forgot my password". Below the login section is a link to "View all product alerts and drug recall messages" and a "Last updated on 06/10/2012" date. At the bottom left, there are three columns of text: "Home Delivery at No Cost" with an image of a mailbox and a pill bottle, "One Company" with an image of a doctor, and "Medicare-eligible?" with an image of a woman. The bottom of the page features a blue banner with the website URL "www.express-scripts.com".

EXPRESS SCRIPTS®

Millions trust Express Scripts for safety, care and convenience.
IT'S SIMPLE!

[Create online account](#)

Log in securely for quick access to your account

email/username

password [sign in](#)

[I forgot my email/username](#)
[I forgot my password](#)

[View all product alerts and drug recall messages](#)
Last updated on 06/10/2012

DoD/TRICARE Pharmacy Program

Home Delivery at No Cost
Have your medications shipped to your home at no cost. It's safe, convenient, and easy. [Learn more](#)

One Company
Express Scripts and Medco have come together as one company. [Learn more](#)

Medicare-eligible?
Express Scripts Medicare™ (PDP) may help protect you from the rising costs of prescription medications. [Learn more](#)

[Clients, Advisors, Pharmacists, Physicians and Investors](#)
Find resources for you on the [Express Scripts corporate site](#).

[www.express-scripts.com](#)

- My Rx Choices®
- Order prescriptions
- Schedule refill reminders
- Compare medication pricing
- View prescription history
- Access formulary information
- Print temporary ID cards
- Locate a pharmacy
- Order refills and renewals
- Check order status



Download the Express Scripts App Available January 1, 2014

The image shows a smartphone displaying the Express Scripts app interface. The screen shows the Express Scripts logo at the top, followed by a grid of six main features: My Rx Choices, Medicine cabinet, Prescription ID card, Pharmacy care alerts, Refills & renewals, and Order status. At the bottom, there is a navigation bar with icons for Home, Patient, Settings, FAQ/Help, and More. The phone's status bar at the top shows the time as 10:28 AM, the date as 05/21/1951, and the user as JVA U.

Callouts pointing to the app interface include:

- Manage refills and renewals
- Locate nearest pharmacy
- Boost compliance and adherence
- Update in real-time
- Check drug interactions
- Set medication reminders
- Save money
- Access member ID card
- View current and past prescriptions