



State of New Hampshire
Prescription Drug Benefit Program



Express Scripts Pharmacy
Home Delivery Service

It is the objective of the State of New Hampshire Employee and Retiree Health Benefit Program to maintain the high quality health coverage you expect while managing this valuable benefit's cost. The Prescription Drug Benefit Program provides savings for the State Health Benefit Program and flexibility for members by offering programs like the Express Scripts Pharmacy Home Delivery Service.

The State encourages you to use mail order to fill your long-term or maintenance prescriptions when appropriate. The mail order program offers significant cost savings to both you and the State Health Benefit Program.

The State will continue to offer the mail order opt-out program through Express Scripts called the Home Delivery Select Active Choice Program (Opt-Out Program). The Opt-Out Program is designed to support individual situations where mail order requirements create an unanticipated and unique hardship. Further details are described below.

What You Should Know:

- If you currently use mail order for your maintenance medications and enjoy its cost savings and convenience, you may continue to do so under Express Scripts. **Do not forget to register online for your new Express Scripts account on or after January 1, 2014 at www.Express-Scripts.com or call Express Scripts at (866) 544-1798 to provide your payment information and set up the Worry-Free Fills auto-refill service.**
- The Prescription Drug Benefit Program provides you with the choice of filling your maintenance or long-term prescriptions through the Express Scripts Pharmacy Home Delivery Service or at a retail pharmacy location.
- If you have not opted out in the past and you fill a new maintenance or long term medication at a retail pharmacy, you will be contacted by Express Scripts via phone and mail reminding you to send your prescription to the Express Scripts Pharmacy Home Delivery Service for refills.
 - You may receive up to three retail pharmacy refills of the same maintenance medication.
 - On the fourth retail refill, if you have not opted-out of mail order, you will be responsible for the full payment of the prescription.
- The Opt-Out Program is designed to provide more flexibility in those situations where mail order requirements create an unanticipated or unique hardship on some individuals.
- If you elect to opt-out of the Express Scripts Pharmacy Home Delivery Service, **you may only receive up to a 31-day supply at a retail pharmacy. You will also be subject to the plan's retail copayment.**
- Mail order will continue to be an available option, even if you elect to opt-out.
- The opt-out feature will not apply for specialty medications; these are provided by Accredo Health Group, Inc., an Express Scripts specialty pharmacy.
- You can learn more about your benefits through the State's website:
http://admin.state.nh.us/hr/open_enrollment_active.html or http://admin.state.nh.us/hr/retirement_benefits.html.

How To Opt-Out of Express Scripts Pharmacy Home Delivery Service:

- If the mail order program has caused an unanticipated and unique hardship for you or your family members and you feel it is in your or their best interest to opt-out of the mail order pharmacy program, call the Express Scripts Home Delivery Select Active Choice toll free number at (877) 603-1032 **on or after January 1, 2014.**
 - If you previously opted-out of mail order, your opt-out status should transfer to Express Scripts. You can call Member Services to confirm your election at (866) 544-1798.
 - Spouses and dependent children age 18 and older should call separately to opt-out.
 - Your request to opt-out will take effect immediately for all of your long-term or maintenance prescriptions, including newly prescribed ones.
- Cancel your automatic refills or renewals at www.Express-Scripts.com or at the time of your opt-out call if you do not want them to continue.
- Obtain new prescriptions for medications you currently fill through mail order but wish to fill at a local retail pharmacy.