

Express Scripts® Home Delivery

Never Run Out of Your Prescriptions with Home Delivery

Home delivery is ideal for the prescription medications you take regularly for chronic or long-term medical conditions, such as high blood pressure or diabetes. With home delivery, you will always have your prescriptions when you need them. Plus, you'll save time and money, while better managing your health.

How You Can Benefit from Home Delivery

Health and safety support

- Express Scripts pharmacists are available 24/7 to answer your medication-related questions.
- There are fewer chances to forget refills with automatic reminders.
- With your permission, Express Scripts will contact your doctor directly for prescription renewals.
- Pharmacists review new prescriptions for accuracy and potential interactions with other medications you're taking.

Cost-savings and convenience

- Get free delivery with standard shipping of your medications.
- Receive your prescriptions without disruption. Express Scripts monitors shipments and uses multiple delivery services to ensure they arrive safely and on time.
- Save money by paying one copay for a 90-day supply instead of three separate copays for 30-day refills.
- Skip the long lines at the pharmacy with prescriptions shipped directly to your home.
- Work with Express Scripts pharmacists and your doctor to find lower-cost medicines.

See which of your current prescriptions are available for mail order by:

- Searching the formulary at [MedMutual.com/Formulary](https://www.MedMutual.com/Formulary). Medicines available for mail order will be marked with MO.
- Logging in to your Express Scripts account. Sign in to My Health Plan at [MedMutual.com/Member](https://www.MedMutual.com/Member). Click Benefits & Coverage, then Prescription Drug Benefits. From there, sign on to the Express Scripts website. Select Prescriptions and Pharmacy Options. Select home delivery for eligible medications.

How to Use Express Scripts Home Delivery

1. Start Your Home Delivery Order

Before you place an order, be sure to have the following information available:

- Your doctor's name
- Your doctor's phone number
- The name of your prescription medication

All this information can be found on your prescription bottles.

To order over the phone, call Express Scripts toll free at 1-844-404-7947 (TTY: 1-800-716-3231) and request a 90-day prescription.

To order online, log in to My Health Plan at MedMutual.com/Member. Go to Benefits & Coverage, Prescription Drug Benefits, and click on Sign on to Express Scripts. Hover your cursor over Prescriptions and click Pharmacy Options. Select the medication you want included in home delivery and click Continue. Review the order details and click Proceed to Checkout. Confirm your address, payment and order details and finish by clicking Process Order.

Express Scripts will contact your doctor to obtain the rest of the information required to fill your prescription. Express Scripts will also make sure they have all the information they need to send your prescriptions to your home, such as your address and payment method.

2. Confirm Order Details with Express Scripts

Express Scripts will call you to confirm your order details and begin shipment when your prescription is ready. If you have not heard from Express Scripts within a week of placing your order, call them toll free at 1-844-404-7947 (TTY: 1-800-716-3231) to ensure your prescriptions are processing correctly.

3. Receive Your Order

New prescriptions will be mailed to you within 10 to 14 days after Express Scripts receives your prescription. Refills usually arrive sooner. To check your order status, call Express Scripts toll free at 1-844-404-7947 (TTY: 1-800-716-3231) or log in to your Express Scripts account.

4. Refill Your Prescriptions

To refill your prescriptions, we recommend starting the home delivery process at least 3 weeks prior to your next refill. You can start the refill process by calling Express Scripts toll free at 1-844-404-7947 (TTY: 1-800-716-3231). To refill your prescriptions automatically, ask your Express Scripts pharmacist to set you up for automatic refills.

Questions?

For questions about your prescriptions and home delivery orders, call Express Scripts toll free at 1-844-404-7947, 24 hours a day, seven days a week (TTY: 1-800-716-3231).

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