UNEXPECTED PHARMACY COST?

Was your prescription claim submitted to Express Scripts®?
Confirm with your pharmacy that your presciption claim was submitted to Express Scripts® and that any payments are reflected on your bill.

Have you received a communication from Express Scripts®?
If you are unsure about a notification that you've received via mail or email from Express Scripts®, contact them directly to discuss. Communications are also stored in your Benefit Notifications within your online account.

Create an account on express-scripts.com or thru the mobile app.
Manage your presciption plan anytime with an online login.
1. Visit express-scripts.com OR download the Express Scripts® mobile app to begin.
2. Enter the requested information, including your Express Scripts® member ID number.

Once your account is created, you can:
- Price potential medication costs
- Refill and renew preciptions
- Check your order status
- Enroll in home delivery
- View and print digital ID cards
- Find your nearest preferred pharmacy

Talk to your doctor.
Doctors are knowledgable in standard medication pricing. Your doctor can review the Express Scripts® formulary to identify lower cost drug options based on your individual needs.

Connect with a pharmacist at Express Scripts® to discuss options.
Pharmacists are available to help discuss options and answer medication specific questions. To speak with a pharmacist through Express Scripts®, call 1-800-987-5248.

Are you utilizing SMART 90 for maintenance medications?

Ask your doctor if your prescription can be written for a 90-day supply instead of a 30-day supply to take advantage of reduced costs. The SMART 90 feature allows you to conveniently fill long-term medications through home delivery from the Express Scripts® Pharmacy or through your local pharmacy. Chosing a 30-day supply for maintenance medications when a 90-day option is available can result in much higher out-of-pocket costs starting with your third fill of a continuous medication.

Does your prescription require a prior authorization?

Certain medications require a prior authorization before they are filled. A prior authorization is an approval from your doctor confirming the medication is appropriate and cost effective for you. The prior authorization is facilitated through a four-step process:

Step 1 Inquiry is submitted to Express Scripts® by your provider.
Step 2 Express Scripts® contacts your provider for additional information.
Step 3 The request is reviewed using the collected information.
Step 4 A determination is made: approved, denied, withdrawn, or other.

Does your specialty medication qualify for the SaveOnSP program?

Enrollment in the SaveOnSP program can reduce your out-of-pocket cost to as little as $0 for certain specialty medications. SaveOnSP typically notifies eligible employees via the mail. If you are currently taking a specialty medication, access the list of eligible medications at saveonsp.com/iastate/. Please contact SaveOnSP at 800-683-1074 to enroll in the program. Opting out of the program can result in much higher out-of-pocket costs for you.

Explore copay assistance and coupon program options.

Some high cost, non-specialty medications offer coupon and/or discount programs that reduce your out-of-pocket cost. Contact the drug manufacturer of your medication to confirm if any additional copay assistance or coupon programs are available for your specific medication. You can also search online to verify if any programs are available.