



MEDICAL MUTUAL®

Using Your Mail-Order Prescription Drug Benefits

If you take long-term prescription medications, such as those used to treat high blood pressure, high cholesterol or diabetes, your prescription drug benefit may allow you to conveniently order prescriptions through the mail. Once you start, you can refill and renew your prescriptions quickly and easily either by phone or online. To begin using mail order for medications you take on an ongoing basis:

Step 1

Ask your doctor to write a prescription for up to a 90-day supply* (or your prescription drug benefit's mail-order limit), plus refills for up to one year (as appropriate). To fill the prescription, simply choose one of the following options:

- Mail your prescription(s) along with the required payment and completed mail-order form to the address noted on the form. To print a form, log in to My Health Plan at MedMutual.com/member and click Benefits & Coverage, then Prescription Drug Benefits. (If you are a first-time visitor, you will need to register. Be sure to have your member identification (ID) card handy.) From there, you can be securely re-directed to the Express Scripts website. Click Health & Benefits Information, then Print & Request Forms & Cards. Please enclose payment (credit or debit card information, check or money order) with your order so delivery is not delayed. You can also choose to have a bill sent to you.
- Ask your doctor to call Express Scripts at (888) 327-9791 for instructions on how to fax the prescription. Your doctor must have your member ID number (which is on your member ID card) to fax your prescription. Only doctors may fax prescriptions to Express Scripts. You will receive an invoice with your order.

Step 2

Pay just one mail-order cost share for up to a 90-day supply, instead of three retail cost shares for the same amount at a local pharmacy. This cost share may vary based on your prescription drug benefit.

Most medications are shipped via the U.S. Postal Service at no charge to you. Expedited shipping is also available for an additional fee.

You may contact Express Scripts to see if your prescription is eligible for the extended payment program. Under this program, Express Scripts charges your credit or debit card one-third of your mail cost share each month after you order your prescription. This allows you to spread the payment over three months instead of all at once. There is no extra service fee for this option.

Step 3

You will usually receive your medication within eight days of Express Scripts receiving your first order.

To check the status of your order, log in to My Health Plan at MedMutual.com/member. Click Benefits & Coverage, then Prescription Drug Benefits. Once you are re-directed to the Express Scripts website, click Manage Prescriptions, then Order Status. You may also call the Rx Member Services number on your ID card.

Step 4

If you have questions about your medications, call the Rx Member Services number on your member ID card. Registered pharmacists are available 24 hours a day, seven days a week.

*The actual quantity and/or days' supply may vary for each medication. Your doctor's instructions on how to take the medication, state and federal dispensing guidelines, or how the medication is packaged may affect the quantity you can receive.

Refilling Your Mail-Order Prescriptions

If you use mail order, it's easy to refill your long-term prescription medications. You can order refills anytime, day or night, online or by phone. Either way, your refills will usually arrive within eight days after Express Scripts receives your order. You can also order refills by mail. Before you order, be sure to have the following information:

- Medical Mutual member ID number
- Prescription number (the 12-digit number on your prescription label)
- Credit or debit card information

Ordering Online

To order a refill of your prescription(s) online, log into My Health Plan at MedMutual.com/member and click Benefits & Coverage, then Prescription Drug Benefits. Once you are securely re-directed to the Express Scripts website, you will find a list of your prescriptions available for refill on the home page. Click the Add to Cart button for the item(s) you want to order. When you are ready to complete your purchase, click the shopping cart icon at the top of the page, then click Checkout and follow the instructions. If you want to order a prescription that needs to be renewed, just click the Add to Cart button for that prescription and Express Scripts will contact your provider to renew your prescription.

Ordering by Phone

If you prefer to order refills by phone, call the Rx Member Services number on your health plan ID card. If you need to renew a prescription that may have expired or run out of refills, Express Scripts will contact your provider to renew the prescription.

Ordering by Mail

Some medication orders delivered by the mail-order pharmacy may include a refill slip. To order your prescription refill by mail, simply complete the required information. Then mail the refill slip and payment (or complete the credit or debit card information) in the envelope provided to Express Scripts.

When Should You Order a Refill?

If you take a prescription medication on a regular basis, you know how important it is to keep a supply on hand. Be sure to order your refills approximately 14 days before you run out of medication. To remind you of when a refill is available, you can check the refill date on the medication label or go online (see instructions above for ordering online). You can also sign up to receive alerts to remind you when you are running low on medications. Alerts are available through the Express Scripts mobile app, which can be downloaded from the Apple App Store or Google Play.