Welcome to Express Scripts

City of Albuquerque and Express Scripts want to let you know that starting July 1, 2019, Express Scripts will be managing your prescription plan. We care about your health and work to make medicine safer and more affordable. We encourage you to take advantage of the services and resources available to help you and your dependents manage your pharmacy benefit. To view an overview of your pharmacy benefits, look up network pharmacies, or price a medication please visit Express-Scripts.com/CABQ. We look forward to serving you soon!

You will receive two new member ID cards in your welcome package prior to July 1, 2019. Please note that the member ID card will cover all your enrolled dependents. Beginning July 1, 2019, please show your new member ID card to your pharmacist when filling a prescription for yourself or a covered family member. You’ll also be able to access your member ID card anytime from your mobile device if you download the Express Scripts® mobile app. If you have not received your new ID card by July 1, 2019, or to request additional cards for dependents away from home, Express Scripts Customer Service will be glad to assist by calling 877-860-9256.

Home Delivery from the Express Scripts Pharmacy

One of the best things about home delivery is that we ship up to a 90-day supply of your long-term medicine (the kind you take regularly) right to your door from the Express Scripts Pharmacy®. It’s safe, secure and speedy – and means less time in a pharmacy line!

Mail order prescriptions with remaining refills will be transferred to the Express Scripts Pharmacy from your current home delivery pharmacy, except for controlled substances and compound medications. Call Express Scripts Customer Service at 877-860-9256 or go online at Express-Scripts.com to order your medications beginning July 1, 2019. If you are currently receiving a controlled substance or compound medication from your current home delivery pharmacy, you must contact your doctor to obtain a new prescription.

Here’s a quick look at the benefits of Home Delivery:

- Free standard shipping is included as part of your prescription plan
- Up to a 90-day supply of your long-term medicines delivered to your home
- 24/7 access to a pharmacist from the privacy of your home
- Enroll in Automatic Refills, or order your refills online or over the phone

Accredo Specialty Pharmacy

Accredo® is the Express Scripts specialty pharmacy. A specialty pharmacy provides medicine and therapy for patients with serious, chronic conditions like cancer and hepatitis C. Accredo offers specialized teams of pharmacists, nurses and clinicians who are specially trained on your condition. This level of specialization gives you the most comprehensive, compassionate and customized care available.

Accredo offers many specialized services, including:

- Personal care and health advocacy assistance from patient care coordinators
- Financial assistance (availability varies by plan)
- Guidance for patients and caregivers for taking specialty medicines most effectively
- All necessary ancillary supplies such as syringes and sharps containers

Specialty prescriptions with remaining refills will be transferred to the Accredo Specialty Pharmacy from your current specialty pharmacy. Beginning July 1, 2019, most Specialty medications must be filled through Accredo. To learn more about Accredo, please visit Accredo.com or you may speak directly to an Accredo patient care representative by calling 800-803-2523.
Network Retail Pharmacies

Network pharmacies are retail pharmacies that are preferred by your prescription plan for short-term medications up to a 30-day supply. When you go to a pharmacy that’s in your network, you’ll pay less for your medicine than going to an out-of-network pharmacy.

You will however be able to obtain up to a 90-day supply of your longer term, maintenance medications (the kind you take regularly) at your local Walgreens® pharmacy.

To find an in-network pharmacy near you, go to Express-Scripts.com/CABQ or call Express Scripts Customer Service at 877-860-9256.

Be sure to show your new ID card at the pharmacy beginning July 1, 2019. If you need to transfer your prescription from an out-of-network pharmacy to an in-network pharmacy, just choose one of the following:

• Bring your prescription to an in-network pharmacy, and the pharmacist will transfer it
• Call the pharmacy in your network, and ask the pharmacist to transfer your medicine
• Ask your doctor to call your prescription in to an in-network pharmacy or the Express Scripts Pharmacy

Manage Your Prescriptions

One of the great things about being an Express Scripts member is that you can manage your medicine easily on your laptop, tablet, desktop or phone. Whether you want to check your order status, look for savings opportunities, look up information about your benefit, get a refill or even find a pharmacy, the Express Scripts mobile app can help!

Just register at Express-Scripts.com or on the Express Scripts mobile app beginning July 1, 2019.

You can download the app on your phone by searching your app store for Express Scripts. (Availability and features may vary)

Formulary

A preferred drug list helps keep healthcare costs down for everybody. A formulary is a list of medicines that have been reviewed and approved for safety, effectiveness and cost by a panel of doctors and pharmacists. This list is continually reviewed and updated as new medicines become available.

Note that certain medicines are excluded from your formulary and therefore not covered due to equally effective and safe alternatives being available.

For more information about your pharmacy benefits, check for specific drug coverage, or to see the cost of your medication, please visit Express-Scripts.com/CABQ or call Express Scripts Customer Service at 877-860-9256.