

Express Scripts Pharmacy

Medications delivered to your door.

With your pharmacy benefits from Sentara Health Plans, you can get 3-month supplies of your maintenance medications delivered right to your door from Express Scripts® Pharmacy.

Along with simple, stress-free ordering and delivery that can save you time and money, you'll also enjoy:

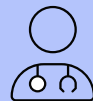
- Standard shipping included at no cost to you.¹
- Easy automatic refills for qualifying medications so you never run out or miss a refill.²
- Sign in to **sentarahealthplans.com/members** or the Sentara Health Plans mobile app to refill medications, track orders, transfer prescriptions to our pharmacy, and make payments.
- 24/7 access to pharmacists and patient care advocates to answer your questions.

¹Standard shipping costs are included as part of your prescription plan.

²Not all medications are eligible for auto-refill. Some states or plans may require ongoing consent for auto-refill.



Three easy ways to switch to Express Scripts Pharmacy



ePrescribe

Ask your doctor to send your prescriptions electronically to Express Scripts Pharmacy. This is the fastest way to get your medication.



Online

Sign in to **sentarahealthplans.com/members** or the Sentara Health Plans mobile app to activate your pharmacy account. After activating your account, you'll be able to view your prescriptions and savings; then, simply click to transfer your eligible prescriptions to home delivery.



Phone

Call the number on the back of your prescription ID card to learn how to get your maintenance medications delivered by Express Scripts Pharmacy. TTY users can call **1-800-759-1089**.

FAQs

1. What medications can be delivered?

Maintenance medications that you take daily or regularly for an ongoing condition can be delivered right to your door. You can usually get these in a 3-month versus a 1-month supply, so you are less likely to run out of medication or miss a refill.

2. Is it safe to get my medications delivered?

It's very safe. Millions of people have their medications delivered every day. Express Scripts Pharmacy ensures packaging is confidential, tamper evident, and weather resistant. If your medication requires specific temperature control, it is shipped using special packaging and coolant packs, which are adjusted for weather forecast and climate.

3. How long will it take to receive my home delivery medications?

For new prescriptions and transfers, your medication will normally arrive within 7 to 10 days after we receive a new prescription. Refills take less time and usually arrive within 5 to 8 days after we get your order. Your prescription may take longer if we need more information. Standard shipping is free. Next-day or 2-day shipping is available for an extra charge. You can always track the progress of your medication shipment online or through the Sentara Health Plans mobile app.

4. How do I refill my prescriptions?

You can order a refill by signing in to **sentarahealthplans.com/members** or the Sentara Health Plans mobile app to access the pharmacy portal. You can also call toll-free **1-888-899-2653**, or the number on your prescription label. All of these options are available 24 hours a day, 7 days a week.

5. How do I set up automatic refills?

You can get automatic refills for qualifying long-term medications.² When you enroll prescriptions in the auto-refill program, your prescriptions will be automatically refilled and shipped to you at the appropriate time. Express Scripts Pharmacy will contact you before processing the order to confirm delivery. You can make changes to the refill date, the address, and more on the mobile app and website.

You can set up automatic refills using the pharmacy portal on **sentarahealthplans.com/members** or the Sentara Health Plans mobile app. After you log in to your account, simply select the prescriptions you'd like to have automatically refilled (you'll see an icon or button next to the ones that are eligible) and follow the prompts. You can also speak directly to an Express Scripts Pharmacy patient care advocate to enroll your prescription(s) in the auto-refill program; simply call the toll-free number on the back of your prescription ID card.

6. What if I have a question about my medication or want to talk to a pharmacist?

You can always reach a live person—a patient care advocate or a pharmacist—to help you at Express Scripts Pharmacy, 24 hours a day, 7 days a week.

**Have questions? Call
Express Scripts Pharmacy
at 1-888-899-2653.**