

Express Scripts® Mail-Order Program



With your pharmacy benefits from Sentara Health Plans, you can get 90-day 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:

- FREE standard shipping,* with most orders arriving within 5-7 days once shipped
- Access to a hassle-free automatic refill program so you never run out of medication
- 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

Express Scripts Pharmacy is 100% focused on pharmacy and 100% focused on getting you your medications safely, quickly, and accurately.

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

Three easy ways to switch to Express Scripts Pharmacy



ePrescribe

Ask your doctor to send your prescriptions electronically to Express Scripts Pharmacy.

Online

Sign in to sentarahealthplans.com/member 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 **1-888-899-2653** to learn how to get your long-term maintenance medications delivered by Express Scripts Pharmacy. TTY users can call **1-800-716-3231** or **711**.

sentarahealthplans.com

 **Sentara®**
Health Plans

Frequently Asked Questions

Q: What medications can be delivered?

A: Maintenance medications you take daily or regularly for an ongoing condition can be delivered right to your door. These often come in a 90-day, versus a 30-day, supply, so you are less likely to miss a dose, which can keep you healthier.

Q: Is it safe to get my medications delivered?

A: 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.

Q: How long will it take to receive my home delivery medications?

A: After Express Scripts Pharmacy receives your prescription from your doctor, your medication usually arrives within 5-7 days once shipped. It may take longer if Express Scripts Pharmacy needs additional information from your doctor or if your medication is temporarily unavailable. In such cases, Express Scripts Pharmacy will notify you and give you options. You can always track the progress of your medication shipment online or through the Sentara Health Plans mobile app.

Q: How do I refill my prescriptions?

A: You can order a refill by:

- using the pharmacy portal on
- sentarahealthplans.com/members
- using the Sentara Health Plans mobile app
- calling toll-free **1-888-899-2653** or on your prescription label

All of these options are available 24 hours a day, 7 days a week.

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Q: How do I set up automatic refills?

Automatic refills from Express Scripts Pharmacy are available for qualifying long-term daily medications. 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 delivery 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 sign in to your account, you simply select the prescriptions you'd like to have automatically refilled 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 member ID card or on your prescription label.

Q: What if I have a question about my medication or want to talk to a pharmacist? Where do I call with additional questions or for help?

A: 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. Simply contact Express Scripts Pharmacy at **1-888-899-2653**.



Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.

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