



City Of Frisco 2017 Prescription Drug Program



Agenda

Your Express Scripts prescription drug plan

- Benefit description
- Specialized care

Tools to help manage the prescription benefit

- Tools to help manage therapy
- Tools to help manage cost
- Other available resources

Your Express Scripts Prescription Drug Plan



- Express Scripts administers your prescription drug plans on behalf of the City of Frisco.
- Benefit includes both a retail and mail component
- Express Scripts has its own mail-order pharmacy where specialist pharmacists focus on compliance and lower cost options for patients. And, the automated filling process ensures the prescription is filled accurately.

- Express Scripts' mail-order pharmacies fill about 2 million prescriptions per week through a highly automated process that is 99.9997% accurate and is 23 times more accurate than a retail pharmacy

“Dispensing Error Rate in a Highly Automated Mail-Service Pharmacy Practice”; Nov. 2007, *Pharmacology*, a peer-reviewed journal of the American College of Clinical Pharmacy

The right care at the right time

Specialization and member engagement are critical components to controlling health care costs and driving quality clinical outcomes:

- Specialist Pharmacists
- Accredo Health Group
- Closing Gaps in Care
- Worry-Free Fills
- My Rx Choices®
- Digital and Mobile Tools
- Other available resources

Express Scripts' Specialist Pharmacists are an integral part of the healthcare continuum



- Specialist Pharmacists are specially trained to counsel patients about their conditions, and connect with physicians and healthcare coaches
 - Average patient call lasts 12 minutes
 - Calls are monitored and recorded for training
 - Pharmacists spend their time focused on a single condition
 - Advanced tools let pharmacists see the “whole patient” along with their drug regimen across prescribers and pharmacies

97% of patients

Extremely Satisfied/Very Satisfied with overall counseling experience

“We strive to have our pharmacists deliver the level of patient care that any of us would want for our families.”

Glen Stettin, M.D., Express Scripts Chief Medical Officer

Specialty Medications

- Express Scripts provides specialty pharmacy services through our wholly-owned subsidiary, Accredo Health Group, Inc.

- What are specialty medications?
 - High cost infused, injectable, and oral drugs that typically require added supervision of patient therapy

- With Accredo, at no extra cost, you'll benefit from:
 - Personalized Care
 - Safe, prompt delivery
 - 24 hour support
 - Refill reminders
 - Drug safety monitoring

Online Gaps in Care Alerts

Information about the alert and why it's important

Ability for patients to self-close gaps as appropriate

IMMEDIATE ACTION REQUIRED:

Our records indicate that your refill for [Januvia 5mg](#) is 14 days late and you may be running low on your blood sugar medication.

Why is this important?



Taking Januvia as prescribed by your doctor will help you to keep your blood sugar under control. Keeping your blood sugar u... [read more](#)

Tools and Resources:

- [Blood Glucose Control](#) - American Diabetes Association
- [Diabetes Medication Pills](#) - Liberty Medical

To address this alert, select one of these options:

- I would like to order my medication now
- I am not ready to order now; send me an e-mail reminder
- I am no longer taking this medication
- I'm getting this medication somewhere else
- Other

CONTINUE

Need help with this alert?

[Contact a specialist pharmacist now](#)

Need to talk to your doctor?

[Print information you can share with your doctor](#)

Video clips relevant to each alert

Links to additional resources

Access to email Express Scripts pharmacists

Printable information to take to the doctor

Worry-Free Fills

- Worry-free Fills™ is an automatic refill program available to the City of Frisco members who utilize the Home Delivery Pharmacy.
- Members enroll for the program at the drug level.
- If you choose to enroll a particular medication, a reminder letter is either mailed or emailed to you approximately three weeks before the prescription is filled.

My Rx Choices®

- Lower the cost of prescriptions with My Rx Choices®

Features include:

- Personal assessment of cost-saving opportunities based on the City of Frisco prescription plan
 - Print a kit to help your doctor better understand the economic impact of different medication alternatives
 - Alternative medications are based upon greatest cost savings to you presented in order, starting with the highest value
 - Brand-to-generic and retail-to-mail comparisons are shown
- Simply visit www.express-scripts.com or call Express Scripts Member Services at 1-844-516-3323.

My Rx Choices®



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HOME PRESCRIPTIONS & BENEFITS RESOURCE CENTER

Go to: [Prescriptions](#) > [My Rx Choices](#)

items in cart: 1 [view details](#)

My Rx Choices

Have a question? Need help? [learn more >>](#)

Choose alternatives for your doctor to consider and click the "continue" button to go to the next step.

For your convenience, we've preselected the lowest-cost medication alternatives available at this time. There may be multiple lower-cost alternatives.

- To review other alternatives, which could have the same or similar pricing, click the "view other alternatives" link for each medication.
- To remain on your current medication, select the radio button to the left of the medication name.

If you received a letter from Medco regarding potential savings using My Rx Choices, the savings may be different from what is displayed below.*

scroll to continue ↓

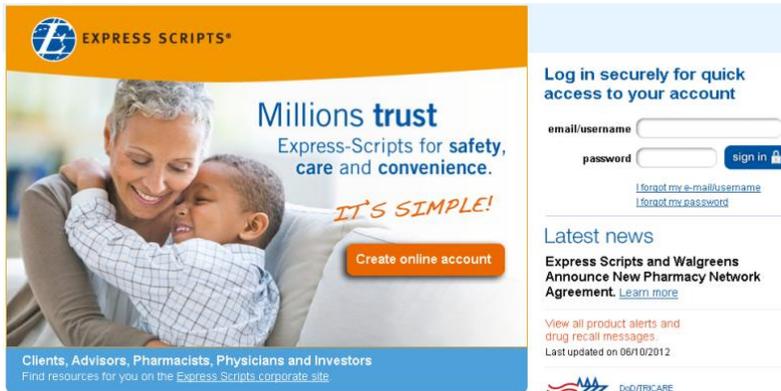
Medication	You pay	Lower-cost choice	You pay	YOU SAVE
<input type="radio"/> Accupril 5 MG Tablet (brand) Dosage: 1 Tablet, once a day Pharmacy: Retail • Coverage rules may apply. • How much does my plan pay? • Get different results with different days' supply and quantity.	\$249.00 per year \$20.75 for 30 days	<input checked="" type="radio"/> quinapril tabs 5 MG Tablet (generic equivalent) (I) Dosage: 1 Tablet, once a day Pharmacy: Medco Pharmacy™ • Coverage rules may apply. • How much does my plan pay? • Compare drug information	\$60.00 per year \$15.00 for 90 days	\$189.00 per year ▶ Explain my savings View other alternatives
<input type="radio"/> Glucophage Tabs 500 MG Tablet (brand) Dosage: 1 Tablet, once a day Pharmacy: Retail • Coverage rules may apply. • How much does my plan pay? • Get different results with different days' supply and quantity.	\$319.20 per year \$26.60 for 30 days	<input checked="" type="radio"/> metformin hcl tabs 500 MG Tablet (generic equivalent) (I) Dosage: 1 Tablet, once a day Pharmacy: Medco Pharmacy™ • Coverage rules may apply. • How much does my plan pay? • Compare drug information	\$58.84 per year \$14.71 for 90 days	\$260.36 per year ▶ Explain my savings View other alternatives
<input type="radio"/> Lescol 20 MG Capsule (brand) Dosage: 1 Capsule, once a day Pharmacy: Retail • Coverage rules may apply. • How much does my plan pay? • Get different results with different days' supply and quantity.	\$201.12 per year \$16.76 for 30 days	<input checked="" type="radio"/> lovastatin 10 MG Tablet (generic alternative) (I) Dosage: 1 Tablet, once a day <div style="border: 1px solid black; padding: 2px; display: inline-block;">  view report >> </div> Pharmacy: Medco Pharmacy™ • Coverage rules may apply. • How much does my plan pay? • Compare drug information	\$60.00 per year \$15.00 for 90 days	\$141.12 per year ▶ Explain my savings View other alternatives
<input type="radio"/> Tenormin Tabs 50 MG Tablet (brand) Dosage: 1 Tablet, once a day Pharmacy: Retail • Coverage rules may apply. • How much does my plan pay? • Get different results with different days' supply and quantity.	\$527.28 per year \$43.94 for 30 days	<input checked="" type="radio"/> atenolol 50 MG Tablet (generic alternative) (I) Dosage: 1 Tablet, once a day <div style="border: 1px solid black; padding: 2px; display: inline-block;">  view report >> </div> Pharmacy: Retail • Coverage rules may apply. • How much does my plan pay? • Compare drug information	\$120.00 per year \$10.00 for 30 days	\$407.28 per year ▶ Explain my savings View other alternatives
Savings per year:				\$997.76

<< previous

Your choices could save you \$997.76 out of a possible \$997.76 once your doctor approves. When you click the "continue" button, your choices will also be checked for possible drug interactions.

continue

Online tools and Mobile App help patients connect



EXPRESS SCRIPTS®

Millions trust Express-Scripts for safety, care and convenience.

IT'S SIMPLE!

Create online account

Clients, Advisors, Pharmacists, Physicians and Investors
Find resources for you on the Express-Scripts corporate site.

Log in securely for quick access to your account

email/username

password [sign in](#)

[I forgot my e-mail/username](#)
[I forgot my password](#)

Latest news

Express Scripts and Walgreens Announce New Pharmacy Network Agreement. [Learn more](#)

View all product alerts and drug recall messages.
Last updated on 06/10/2012

Online prescription management:

- Refills, renewals and order status
- Worry-free Fills®
- Transfer to mail
- Claims, balances and history
- Locate a pharmacy
- Preferences

Benefit education and management:

- Benefit highlights
- Forms and cards
- Pricing and coverage details
- **New!** Accessibility features



EXPRESS SCRIPTS®

HOME | PRESCRIPTIONS & BENEFITS | RESOURCE CENTER

Worry-free Fills®

For your convenience, the Worry-free Fills program provides you with automatic refills. No need to worry about refilling on time, as your medication will be automatically shipped prior to the next refill date. We'll use your existing address and payment information when it's time to send your refill. You will be billed after your medication has been dispensed. On this page you can enroll prescriptions in the Worry-free Fills program and manage your prescriptions already enrolled—cancel a medication which you no longer need, update your shipping address, or request a new date for your next shipment.

Set Worry-free Fills for recently ordered prescriptions

<p>Chris: 12/23/1956</p> <p>L-Thyroxine Tabs 25mcg Rx# 123456789124 Ordered on mm/dd/yyyy Will process on mm/dd/yyyy</p> <p>Lipitor 40mg tablet Rx# 123456789123 Ordered on mm/dd/yyyy Will process on mm/dd/yyyy</p>	<p>This prescription has been ordered.</p> <p><input type="checkbox"/> Select "Turn on Worry free Fills" to automatically refill from now on with Worry free Fills.</p> <p>This prescription has been ordered.</p> <p><input type="checkbox"/> Select "Turn on Worry free Fills" to automatically refill from now on with Worry free Fills.</p> <p>Please note: The enrollment of a prescription in the Worry-free Fills program will be reflected next time you log in.</p> <p>Turn on Worry-free Fills</p>
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Set Worry-free Fills for eligible prescription refills

<p>Chris: 12/23/1956</p> <p>Atenolol Tabs 100 mg Rx# 123456789125</p>	<p><input checked="" type="checkbox"/> Order this prescription today and automatically refill from now on with Worry-free Fills.</p> <p>Add to shopping cart</p>
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Worry-free Fills have been set for the following prescriptions.

<p>Chris: 12/23/1956</p> <p>Fexofenadine Tabs 180 mg Rx# 123456789112 Date of enrollment: mm/dd/yyyy</p>	<p>Your next refill will be automatically processed after mm/dd/yyyy.</p> <ul style="list-style-type: none"> To view and update your shipping address, change delivery date or cancel this prescription, go to Order status. Turn off Worry-free Fills
<p>Vanessa: 12/23/1956</p> <p>Cimetidine Tabs 400 mg Rx# 123456789113 Date of enrollment: mm/dd/yyyy</p>	<p>Status: Not shipped yet. To view the status of this prescription, go to Order status.</p>

Omission

Not Using Controller Medication for Asthma

Gap In Care Alerts

Help participants identify and address potential safety issues with their prescriptions

Transfer to mail online conversion program

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HOME PRESCRIPTIONS & BENEFITS RESOURCE CENTER

Go to: [Prescriptions](#) > [Transfer To Mail](#)

items in cart: 1 [view details](#)

Transfer your retail prescriptions to mail service

[Why consider mail?](#) [learn more >>](#)

- **Choose** the medications you want to transfer to mail service
- **Confirm** the prescribing doctor information so we can contact your doctor on your behalf.
- **Once your doctor approves**, you can expect to receive your medication within 7-14 days. Be sure you have enough medication on hand before transferring to mail.

Medication for Chris (7/18/1967)	Days' supply	Cost per prescription	Annual cost	Transfer to mail order	
Glucophage tabs 500MG Tablets (brand) View details	Retail pharmacy: (current prescription)	30 days	\$30.00	\$360.00	<input checked="" type="checkbox"/> Select all
	Medco pharmacy:	90 days	\$40.00 Explain cost	\$160.00	<input type="checkbox"/>
omeprazole caps 40MG Capsules (generic) View details	Retail pharmacy: (current prescription)	30 days	\$40.00	\$480.00	<input checked="" type="checkbox"/>
	Medco pharmacy:	90 days	\$30.00	\$120.00	<input type="checkbox"/>

Why consider mail?

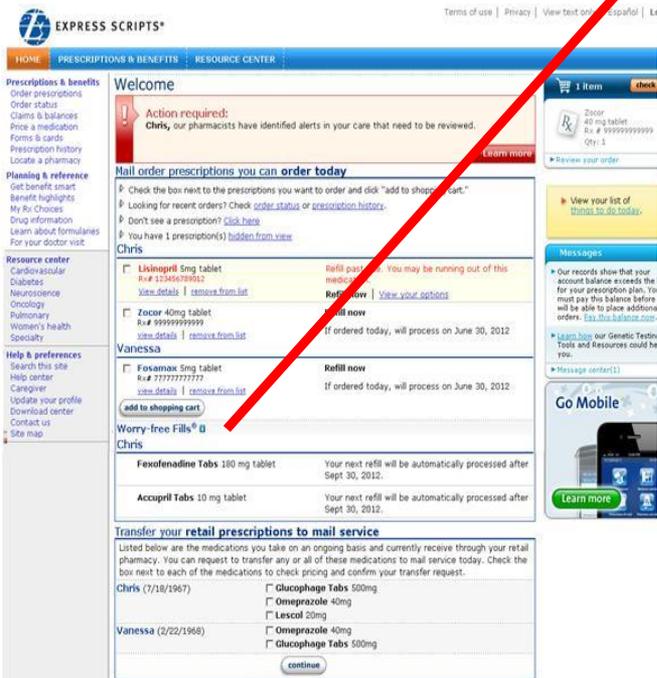
You may know the basics about mail-order

- Potential to reduce your long-term medication cost, depending on your benefit plan
- Receive up to a 90-day supply of this medication for just one mail-order copayment.
- No charge for standard mail delivery
- A convenient service that saves you time and gas...and it's already available through your prescription drug plan.

But did you know that having us deliver your medications right to you could help improve your health?

- With up to a 90-day supply of medication, you won't run out as quickly and risk not having important medication on hand
- No need to always remember to pick up your medications at a retail store
- We have specialist pharmacists who have expertise in the medications used to treat long-term conditions such as diabetes, high blood pressure or asthma
- These specialist pharmacists are available to answer your questions and help you manage your medications

Transfer your prescriptions today and start enjoying the advantages mail service has to offer.



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HOME PRESCRIPTIONS & BENEFITS RESOURCE CENTER

Prescriptions & benefits
Order status
Claims & balances
Price & medication
Forms & cards
Prescription history
Locate a pharmacy

Planning & reference
Get benefit smart
Benefit highlights
MyRx Choices
Drug information
Learn about formularies
For your doctor visit

Resource center
Cardiovascular
Diabetes
Neuroscience
Oncology
Pulmonary
Women's health
Specialty

Help & preferences
Search this site
Help center
Caregiver
Update your profile
Download center
Contact us
Site map

Welcome

Action required:
Chris, our pharmacists have identified alerts in your care that need to be reviewed.

Mail order prescriptions you can order today

Check the box next to the prescriptions you want to order and click "add to shopping cart."
Looking for recent orders? Check [order status](#) or [prescription history](#).
Don't see a prescription? [Click here](#).
You have 1 prescription(s) [hidden from view](#).

Chris

Lisinpril 5mg tablet
R# 123456789012
[View details](#) | [remove from list](#)

Zocor 40mg tablet
R# 9999999999
[View details](#) | [remove from list](#)

Vanessa

Fosamax 5mg tablet
R# 7777777777
[View details](#) | [remove from list](#)

Worry-free Fills®
Chris

Fexofenadine Tabs 180 mg tablet
Your next refill will be automatically processed after Sept 30, 2012.

Accupril Tabs 10 mg tablet
Your next refill will be automatically processed after Sept 30, 2012.

Transfer your retail prescriptions to mail service

Listed below are the medications you take on an ongoing basis and currently receive through your retail pharmacy. You can request to transfer any or all of these medications to mail service today. Check the box next to each of the medications to check pricing and confirm your transfer request.

Chris (7/18/1967)

Glucophage Tabs 500mg
 Omeprazole 40mg
 Lescol 20mg

Vanessa (2/22/1968)

Omeprazole 40mg
 Glucophage Tabs 500mg

[continue](#)

Information Resources

- **Express Scripts Member Website**
www.express-scripts.com
 - Formulary Information
 - Locate a Participating Pharmacy
 - Health and Wellness Information
 - My Rx Choices® / Price a Medication
 - Online Ordering
 - Express Scripts Mobile App
 - Order Home Delivery Pharmacy Refills
 - Download forms

- **Customer Service Number :** [1-844-516-3323](tel:1-844-516-3323)