

District Employees:

The school district recently informed you that Anthem has changed the prescription plan from NextRx to Express Scripts effective April 1, 2010. Express Scripts contact information is as follows:

- ❖ 24 Hr/7 days a week Help Phone Line for Express Scripts is 1-866-216-4766

This number will give you access to:

1. A customer service representative
2. Refill information
3. Pharmacist on call to answer any questions

- ❖ Express Scripts Phone Number to order a refill on current prescription is
1-866-310-3667

- ❖ Express Scripts Phone number for Doctor's to call is 1-800-553-3750
Express Scripts Fax Number is 1-800-875-6356

- ❖ Express Scripts Address:

Express Scripts

P.O. Box 66584

St. Louis, MO 63166-6584

According to Anthem the ID number for Express Scripts is the same ID number on your Anthem insurance card starting **after** the first three letters (JWC). If a member has refills remaining on current prescriptions at NextRx, the information will be sent to the Express Scripts Pharmacy. All of the prescription numbers were transferred to Express Scripts during the transition. The member will be able to place the refill orders online or by phone. If refilling by phone follow the automated prompts and use your old NextRx prescription number. Another nice option is automatic refill. If you have medication that you will be taking on a regular long term basis, you have the option to have the prescription automatically refilled. Express Scripts will call you 7 days prior to refilling your automatic order, just to verify that you want to continue the medication or if you need to make changes to the dosage and so forth.

To use the online service for refills, to check status of order, questions, etc. You will need to go to Anthem.com and follow these steps:

1. Anthem.com
2. Log in to current account or create a new one (if you are creating an account – your password must contain letters and at least one number)
3. Click on the My Pharmacy tab at the top of the page; choose My Pharmacy Account. The computer will prompt you that you are now leaving the Anthem website (this is o.k.!)
4. Click Continue
5. Enter your email address to activate your online Express Scripts account
6. You will navigate through a number of pages with privacy/agreement/plan information questions. Just answer and keep going
7. You will now be at the main Express Scripts page. Down the left side of the page you will see My Prescription; underneath will be the categories you can choose from such as order refills, auto refill settings, renew, refill, fill new, check status, etc.

Please use the information listed when filling prescriptions through Express Scripts.