



EXPRESS SCRIPTS®

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<<First Name>> <<Last Name>>
<<Address 1>>
<<Address 2>>
<<City>>, <State>> <<Zip>>

**Important information about
changes to your prescription
plan and copayments,
effective Jan. 1, 2021.**

Dear <<First Name>> <<Last Name>>:

Express Scripts is honored to manage your prescription plan for your pharmacy benefits through Prime Healthcare. Express Scripts is a national online pharmacy and a pharmacy benefit manager (PBM) that strives to provide each member with the greatest quality, service and value. Pharmacy benefit management is a best practice as it improves patient safety, outcomes, cost savings and value to you.

New in 2021

Effective Jan.1, 2021 a new policy was implemented to encourage the use of high quality, clinically equivalent generic medications when they provide equal efficacy and safety. Per the policy (DAW), brand medications will automatically be substituted with generic medications of equal clinical efficacy and safety providing greater value to you. If a brand medication is necessary, a member and physician can request an authorization.

Prescription orders will be filled based on this policy therefore a generic will be substituted and the least cost will be incurred. Please note that a brand medication may require prior authorization to avoid higher copays and costs. Non-formulary medications may also incur greater costs when clinically equal formulary medications are available. If you have noticed an increase in the cost of some of the medications you are taking, it may be because there is a generic equivalent available to you at less cost or the medication is not on formulary and there is an equivalent formulary medication available to you.

We want to ensure you receive the medications that you need at the greatest value to you and your covered family members. Generic medications can be a very good alternative to a more expensive brand name medication and provide equal effectiveness with significant out of pocket savings. Should you require a brand medication because the desired treatment cannot be achieved with a generic medication, a request can be submitted by your provider for a prior authorization. If the authorization is approved then you will pay your copay and the cost difference will be overridden.

Please note that the policy states that if a medication you are taking has a generic or formulary equivalent available, and you request the brand or non-formulary drug, you will be responsible for your copay plus the difference in cost between the brand and generic medication.

What should I do?

You can check the cost for your medication by logging on at [express-scripts.com](https://www.express-scripts.com) or by

accessing the **Express Scripts Mobile App**. When you log on, select Price a Medication from the Prescriptions menu. Enter your drug's name and view cost information on the results page. The results will show lower costing options as well as generic alternatives.

Next Steps?

Discuss with your doctor if a formulary alternative or generic medication may be an option for you. If you cannot take any other medications, your doctor can request an exception for a reduction in the copay of a prescribed brand name medication by calling the Express Scripts Prior Authorization Department at 800-253-7851. Your doctor will be asked to confirm and provide the medical necessity for the requested medication, such as past failure of treatment with a generic medication. You and your doctor will then be notified if the request is approved or denied. If denied your doctor will be able to appeal this decision by following the instructions provided with the decision.

If you have questions, please contact us at 866-718-7955 and a representative will assist you.

Thank you.