

*****Attention: Patients Covered by Express Scripts*****

Patient Action Required to Avoid Mail Order Pharmacy Mandate

A recent change by pharmacy benefit manager Express Scripts, Inc. means that many patients' prescriptions will be automatically shifted to a mail order facility unless you contact the company and request to stay at your local pharmacy. If you do not notify Express Scripts of your preferences before the third refill, your prescriptions will be shifted to mail order or you will be charged the full cost of the prescription.

Please call Express Scripts at (877) 331-3252 TODAY before there is a problem. Tell Express Scripts you want to continue refills of your maintenance medication at your community pharmacy.

Patients should have the right to choose their method of prescription delivery instead of being forced by their drug plan. Mail order delivery raises safety and reliability concerns. Many patients can't wait on the post office to receive necessary medications, some prescriptions are vulnerable to temperature extremes, and an out-of-state customer service center does not know your medical history like your local pharmacist does. Mail order also ships your health care dollars out of your community. When it comes to your health, would you rather talk with someone you know and trust or a telephone?

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