

Transitioning to Express Scripts

Frequently Asked Questions

We're pleased to announce that starting **January 1, 2021**, Express Scripts will manage the prescription plan for **Well Sense Health Plan**. Please take a moment to read this information and become familiar with the features and advantages of your plan. You can also save it for future reference.

GENERAL INFORMATION

Q: How can I contact Express Scripts?

A: For questions or information about your prescription plan, **please register and log in to the [member portal](#) anytime at [wellsense.org](#)**. You can also call Member Services at the toll-free number on your member ID card. From there you can follow the prompts to “Pharmacy” and ask any questions about your benefits.

Q. Why is Well Sense making this change?

A. We hope that this change will improve the member experience and make it easier for your providers to support you.

- Doctors can more easily prescribe covered medications, preventing surprise costs at the pharmacy counter.
- Doctors can submit medication coverage requests online to receive faster reviews on the medications you need.
- You'll get personalized care from pharmacies that have a track record of providing better care to patients.

Q. How will my prescription drug benefits change?

A. Prescription and over-the-counter medications will continue to be covered by your plan. However you may notice some changes. These changes have been carefully considered so that you can maintain your health while gaining the benefits mentioned above.

1. **Your pharmacy options may change.** Express Scripts offers a wide network of pharmacies across the state so you will still be able to get prescriptions filled near you. Select your plan type to [see a list of available pharmacies](#).
2. **Your medications may have new requirements.** There may be new restrictions on some of the medications you currently take. They may require approval for you to continue taking them, or you may need to change to a similar and equally effective medication. Select your plan type to [see a list of medications available after January 1, 2021](#).
3. **Your specialty pharmacy prescriptions** will need to be filled at one of our contracted specialty pharmacies. The specialty pharmacies we are contracted with are Cornerstone Health Solutions and Accredo. You will receive a letter telling you where your specialty prescription needs to be filled.

Q. Do I need to update my Mail Order prescriptions?

A. That depends on whether your medications are changing.

- a. **If your medications have not changed** and you are signed up for mail order delivery, you do not need to take any action. Your medications will continue to mail to the address on file.

- b. **If your medications have changed** or the amount of your medication has changed, you will need to set up your new medications with Cornerstone Health Solutions by calling 1-844-319-7588.
- c. **If you are not enrolled in the Mail Order program** you may be able to have long-term medications delivered to your door by signing up for our Mail Order program. This option also lets you save on prescription copays. To sign up, [see if your medication qualifies for home delivery](#) and then contact Cornerstone Health Solutions at 1-844-319-7588 to enroll.

WELCOME MATERIALS

Q: When will I receive a new member ID card?

A: New Well Sense member ID cards for every member in your family will be sent. Please destroy your old Well Sense ID card and show your new member ID card to your pharmacist when filling a prescription.

You can also access your member ID card anytime from your mobile device if you download the Well Sense/Well Sense Health Plan® mobile app.

PRESCRIPTION COVERAGE

Q: How do I get my prescriptions if my pharmacy is no longer available?

A: We maintain a wide network of pharmacies throughout the state. You can use the [Pharmacy Finder](#) to find a pharmacy near you where you can fill your prescriptions. For long-term medications, you can use our mail order delivery service, Cornerstone Health Solutions, to have medications delivered to your home. As an added bonus, you can get a 3-month supply of medication at a lower cost.

Q: How do I know what my medication will cost?

A: If you log in to [wellsense.org](#), there's a tool called Price a Medication that will help you calculate the estimated cost of a prescription drug. As of January 1, 2021, [register or log in at wellsense.org](#) and click on **Price a Medication** in the **Quick Links** menu. Go to the Price a Medication tool and enter your medication name to view cost and coverage information on the results page. The Price a Medication tool is also available on the Express Scripts mobile app.

Note: The Price a Medication calculator doesn't imply a guarantee of coverage, as covered products or categories are subject to individual plan restrictions and/or limitations. The Price a Medication tool displays cost and coverage information for the current calendar year.

Q: Are generics safe?

A: Yes. FDA-approved generic drugs—like brand-name drugs—must meet the same standards of quality and purity established by the U.S. Food and Drug Administration (FDA) to help ensure their safety and effectiveness, and generics usually cost less. Generic versions approved by the FDA have the same active ingredients as their brand-name counterparts, and they're equal in strength and dosage. Sometimes, drug manufacturers use different inactive ingredients, such as fillers and dyes, which may affect a generic drug's shape, color, size or taste.

Q: Why should I consider generics or preferred brand-name drugs?

A: Generics or preferred brand-name drugs usually cost less under your plan than nonpreferred brand-name drugs. Many new generics have become available over the past year. If you're taking a nonpreferred drug, ask your doctor if a lower-cost generic or preferred brand drug would be the right option for you.

Q: How do I know if my medication is covered?

A: To find coverage and pricing details or if your medication has a generic equivalent, register or log in at [wellsense.org](#). Then, click on **Medications** under Quick Links and choose **Price a Medication** from the menu under **Prescriptions**. After you look up a medication's name, you'll see cost and coverage information on the results page. If your drug isn't covered, talk with your doctor to identify an appropriate alternative that will treat

your condition equally well. This is called a generic equivalent.

You can also [see a list of available drugs here](#). Be sure to select your correct plan type for accurate information.

MAIL ORDER PRESCRIPTION

Q: What is the mail order program?

A: We offer a home delivery service as part of your prescription plan. It allows you to sign up to receive long-term prescriptions by mail. You can save money when you fill up to a 90-day supply of your long-term prescriptions. Learn more about our [Mail Order Program](#).

Q: Will I need to get new prescriptions for existing mail order refills?

A: That depends on whether your medications are changing.

- d. **If your medications have not changed** and you are signed up for mail order delivery, you do not need to take any action. Your medications will continue to mail to the address on file.
- e. **If your medications have changed** or the amount of your medication has changed, you will need to set up your new medications with Cornerstone Health Solutions by calling 1-844-319-7588. Or you can have your doctor send your prescription to Cornerstone by faxing 781-805-8221.

SPECIALTY MEDICATIONS

Q: What's a specialty medication?

A: Some prescription drugs are called “specialty medications” and they’re used to treat complex, chronic health conditions, such as multiple sclerosis or rheumatoid arthritis. These medications usually have to be stored or handled in special ways.

Q: How do I get my specialty medication?

A: All specialty medications must be ordered through one of our partners, Accredo or Cornerstone Health Solutions. You will receive a letter telling you whether you need to get your prescription through Accredo or Cornerstone.

PRIOR AUTHORIZATION

Q: What's a coverage review or prior authorization?

A: Your plan uses coverage management programs to help ensure you receive the prescription drugs you need at a reasonable cost. These programs include prior authorization, step therapy and quantity management.¹ Each program determines whether your use of certain medications meets your plan’s coverage requirements. In some cases, a coverage review may be necessary to determine whether a prescription can be covered under your plan.

If your prescription requires prior authorization, your doctor can initiate a coverage review by visiting wellsense.org/docRx. We will inform you and your doctor in writing of the coverage decision.

WEBSITE AND MOBILE APP

Q: How do I register to see my pharmacy information online?

A: You can log in and register at wellsense.org. You’ll be asked to provide your member ID number, email address, and date of birth. Once logged in, you can click “My Medications” under quick links for all your current prescription information.

Q: What can I do on the portal at wellsense.org?

A: On [wellsense.org](https://www.wellsense.org) you can...

- Get information about your plan.
- Find participating retail pharmacies near you. See how much certain medications will cost.
- Find available lower-cost medication options, if applicable.
- Ask questions of a pharmacist online.

Q: How do I download the Express Scripts® mobile app?

A: Visit your mobile device app store, search for “**Express Scripts**” and download it for free. Register or log in using the same username and password you created if you already registered via [express-scripts.com](https://www.express-scripts.com).

Q: What can I do on the Express Scripts mobile app?

A: Many of the tools you can use for managing your prescriptions on [express-scripts.com](https://www.express-scripts.com) are also available through the mobile app. You can use the app to view your medications and set reminders for when to take them or to notify you when you’re running low. You can also get personalized alerts and check for lower-cost prescription options available under your plan.

PRIVACY INFORMATION

Q: Who has access to my prescription information?

A: Express Scripts has a strong commitment to your privacy. Express Scripts has established effective administrative and technical safeguards to protect the confidentiality of your prescriptions and other information and to secure this information from unauthorized or improper access, disclosure or use. In addition, Express Scripts does not sell individually identifiable information nor lists of members and their covered dependents to outside companies for solicitation or marketing purposes.

¹ The medications affected by this plan limit may change. To find out whether your medication’s price is affected by these plan limits, log in to [express-scripts.com](https://www.express-scripts.com) and select Price a Medication under the Prescriptions menu after you log in. After selecting your medication, you’ll see cost and coverage information on the results page. If you’re a first-time visitor to our website, please take a moment to register and have your member ID number handy. If the cost of a medication at a retail pharmacy is lower than your plan's retail cost share, you’ll not pay more than the retail pharmacy's cash price, regardless of the number of times you purchase the prescription. In some cases, this price may be less than either your standard retail or mail cost share.

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