

Mail-order prescriptions through Express Scripts®



Guidelines and information

General requirements

Please order between a 30-day supply and a 90-day supply of your medication. Medications available through mail-order service are marked as *MO* on the formulary. This does not necessarily mean the drug is available for a 90-day supply.

Filling prescriptions through the mail-order pharmacy

You have four ways to get started with home delivery:



ePrescribe Ask your doctor to send your prescriptions electronically to the Express Scripts pharmacy.



Phone Call the Pharmacy Member Service number on the back of your member ID card.



Online Go to [express-scripts.com](https://www.express-scripts.com) and register for an account.



Mail Print a copy of the order form from [bsny.com/medicare](https://www.bsny.com/medicare) and mail it in.

Our Medicare Advantage plans* offer auto-refill for delivery, so your permission is not required each month before the medication can be shipped.

- Express Scripts will call you a few days before shipping or you can confirm your shipment through the *Manage my prescription* page on the website.
- If the pharmacy can't reach you, they will mail you a letter asking you to contact them. Express Scripts will keep your prescription on file until it expires.
- For refills, contact Express Scripts at least 21 days before the medication will run out.

\$0 copay Tier 1 medications

- The \$0 copay applies only to 90-day mail orders through Express Scripts. There will be a copay for 30-day and 60-day supplies, whether by mail order or at the retail pharmacy.
- The \$0 copay applies only to the initial coverage limit. Once in the coverage gap, you will pay any appropriate copays or coinsurance.

*Including general enrollment Medicare Advantage plans (may not apply to employer group waiver plans).

Frequently asked questions

Q: Do I need to set up an online account to use this benefit?

A: No, an online account is not required.

Q: What are the benefits of having my medication delivered?

A: In addition to the convenience of home delivery, standard shipping is free, you can get up to a 90-day supply of your long-term medications, and you have 24/7 access to pharmacists.

Q: Why is a 90-day supply better with long-term medications?

A: With a 90-day supply, you're less likely to miss a dose and can save money with fewer refills. Please have a one-month supply on hand when you place your order.

Q: How soon will my medication be delivered after it's ordered?

A: Orders are usually processed within 48 hours. The medication should be delivered in about 8 days (10–14 days for a new prescription). Check your order status anytime online.

Q: How safe is it to have medication delivered?

A: Millions of people have their medication delivered every day and it's very safe. We take care to make sure packaging is confidential, tamper-resistant, and weatherproof. We can deliver to your home, your workplace, or another location if you're away – ensuring you get your medication when and where you need it.

Q: What if my medication has special handling or storage instructions?

A: If a medication requires specific temperature control, handling, or storage, we use special packaging and coolant packs to keep its temperature within the approved range. We also adjust for the weather forecast and climate.

Q: What if I have questions about my medication?

A: We're here to help anytime, 24/7. Talk with a pharmacist whenever you need to, even in the middle of the night. Just call the Pharmacy Member Service number on the back of your member ID card. You can also talk to a benefit specialist if you have questions about your prescription plan or home delivery.

Q: What if I want to visit my local pharmacist when I'm not feeling well?

A: Where you get your medication is up to you. For urgent care, you should still visit your local pharmacy to fill your prescription. Home delivery is best only for medications you take daily or regularly for an ongoing condition.

Q: What if I spend my winters out of the area and want my prescription mailed to me while I'm away?

A: Just call Express Scripts and provide your out-of-area mailing address.

We're always here to help

Please call Pharmacy Member Service at the number on the back of your member ID card. We're available 24 hours a day, 7 days a week.



Highmark Blue Shield of Northeastern New York (Highmark BSNENY) is a trade name of Highmark Western and Northeastern New York Inc., an independent licensee of the Blue Cross Blue Shield Association. Highmark BSNENY is a Medicare Advantage plan with a Medicare contract and enrollment depends on contract renewal. Highmark BSNENY complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Express Scripts® is a separate company. Other pharmacies are available in our network.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-833-735-4515 (TTY 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-833-735-4515 (TTY 711)。