

USING MAIL ORDER



If you take long-term medications, such as those used to treat high blood pressure, high cholesterol or diabetes, you could save time and money by having them delivered conveniently to your home through mail order.



NEW PRESCRIPTIONS

Start with a 30-day supply filled at your local in-network retail pharmacy. Then, ask your doctor for a second prescription for up to a 90-day supply plus refills. This will be the prescription that is sent to Express Scripts mail order.



THREE WAYS TO SEND IN PRESCRIPTIONS

e-Prescribe



Your doctor can electronically send your prescription directly to Express Scripts

Fax



Your doctor can also fax your prescription directly to Express Scripts

Mail



You can mail your prescription with a completed mail-order form and payment

HOW TO START YOUR HOME DELIVERY ORDER

ONLINE



1

Start by visiting Medical Mutual's Member Website: [My Health Plan \(MedMutual.com/Member\)](https://www.MedMutual.com/Member) and log into to your secure account.

2

Find prescription drug benefits under the Benefits & Coverage menu and follow the prompts to "Sign on to Express Scripts".

3

Locate Pharmacy Options under the Prescriptions Menu and select the medication(s) you want to include in home delivery.

4

Review your address, payment, and order details and click:

Place Order



FIRST TIME USING EXPRESS SCRIPTS MAIL ORDER?

After completing your first order, make sure to call Express Scripts using the Rx Information number listed on your Medical Mutual ID card. A representative will help complete your profile by filling in important information like medication allergies and payment details.

PHONE



Call Express Scripts toll free using the Rx Information number listed on your Medical Mutual ID card and they can contact your prescriber to obtain a new 90-day prescription.

Before you call be sure to have the following information available:

- Your doctor's name
- Your doctor's phone number
- The name, dosage and directions for your prescription medication
- The address where you would like your prescription mailed
- Credit card, debit card or health savings account information for payment





Plan to re-order your medications when you have a three week supply remaining. Or, You can also set up automatic refills for many long-term medications. As you get close to the end of your current supply, Express Scripts will notify you about two weeks before mailing your medicine so you can cancel or change the order if you need to.

Please note: Some medicines do not qualify for automatic refills.

ONLINE

Visit the Express Scripts website through My Health Plan. Click Add to Cart for your eligible prescriptions and check out.



PHONE

Call the Rx Information number on your Medical Mutual ID card. If your prescription has expired or run out of refills, Express Scripts will contact your doctor to renew it.

REFILLS



Complete the refill slip that came with your original prescription. Then mail it to Express Scripts with your payment in the envelope provided.



MAIL



You can place refill orders via the free iPhone or Android Smartphone application available in the App Store or Google Play under "Express Scripts".

SMARTPHONE APP

PAYING IN MONTHLY INSTALLMENTS

Enroll in Express Scripts' Extended Payment Program to make it easier to pay for 90-day supplies when you order them through the mail.

- Your full 90-day supply after your first payment
- Automatic charges to the credit or debit card of your choice
- Split your payment into 3 equal payments with no service fee
- A payment schedule provided with your first order



Please note: Flexible spending account and health savings account debit cards cannot be used with this program.

CONVENIENT DELIVERY

Express Scripts will deliver to your home, workplace or even vacation spot to make sure you get your medication when and where you need it. You should receive your medication within 10-14 days of Express Scripts receiving your order.



CONFIDENTIAL



WEATHER-PROOF



TEMPERATURE CONTROLLED

SAFE AND ACCURATE

All prescriptions filled through the Express Scripts Home Delivery pharmacy are checked for dosing accuracy and drug-to-drug interactions.

They are more than 99.99% accurate according to the prescription written.



To check your order status, call Express Scripts toll free using the Rx Information number listed on your Medical Mutual ID card or log in to your Express Scripts account.