Frequently Asked Questions – Prescription Program Changes

**Step Therapy**

Does my medication fall under Step Therapy?
- You will receive a letter from Express Scripts as well as get a phone call from the Kentucky Rx Coalition if you or a dependent are affected by this change.
- Call Rx Coalition at 859-218-5979 for assistance. Their pharmacist can work with your doctor to get the best alternative medication and get it to Express Scripts.
- Contact Express Scripts 800-340-8796 to speak with a customer care advocate.

What does this mean for me?
- If you are on a brand name drug that has a generic or lower cost alternative, your doctor will be contacted to approve the lower cost drug for you to try.
- The Rx Coalition 859-218-5979 can assist the doctor to which meds are preferred under our coverage.

What if I have already tried the generic and it didn’t work?
- Your Dr. needs to send documentation to Express Scripts that states the drug has been tried and did not work for you.
- The Rx Coalition 859-218-5979 can assist the doctor to which meds are preferred under our coverage.

When does this take effect?
- July 1, 2012

**Exclusive Home Delivery**

Why do we have to do this?
- Cost savings to both you and the University. This is a part of the University’s budget reduction measures.
- Convenience – no more standing in line at the pharmacy.
- Helps you stay compliant with your medication regimen.

What happens if we refuse?
- If you don’t choose home delivery, you will pay full price for maintenance medications.

Who made this decision?
- The Financial and Strategic Planning Council recommended to President Whitlock and this was approved in light of current budget situation.

How does home delivery save the University money?
- Less expensive distribution method. Like buying in bulk at wholesale.
- Retail pharmacies charge a dispense fee and the cost of their suppliers may be higher.

When does this take effect?
- September 1, 2012
How do I start?
- Register online with Express Scripts (www.express-scripts.com) and click Start Home Delivery or call 800-340-8796 for 24/7 service. Express Scripts will contact your doctor for the Rx.
- For new prescriptions, ask your doctor to fax Rx to Express Scripts. We have the necessary forms and can send them to you or your doctor’s office. NOTE: Dr. needs to write prescription for 90 day supply.
- Contact the Rx Coalition at 855-218-5979. They can work with your doctor’s office to get the correct script to Express Scripts.
- Mail a paper Rx to Express Scripts using an envelope that Benefits Office can provide to you. (slowest method)

I don’t have Internet access.
- You don’t have to have Internet access.
- Your doctor can fax the Rx to Express Scripts directly.
- You can use computers in Jones 203 if you want to register on Express Scripts website.

My doctor won’t fax it to Express Scripts.
- While it is faster to have your doctor fax it, you can get a paper Rx and mail it to Express Scripts.
- Contact the Rx Coalition at 855-218-5979. They can work with your doctor’s office to get the correct script to Express Scripts.

What if I get my prescriptions under a pharmacy discount (for example, $4 type programs)?
- You can still do this as long as the pharmacy doesn’t process through the EKU insurance.

I don’t want it delivered to my address.
- Can be delivered to any other address (work, friend, PO Box).
- PO Box costs about $50/year at your local post office.

What if my Rx gets lost in the mail?
- Express Scripts will send a new Rx.

How long does it take to receive my medications?
- Turnaround time for new prescriptions is generally within 2 weeks from the time Express Scripts receives the request, but they do recommend that the patient have a month’s supply of medication on hand at the time they order.

I don’t like Express Scripts customer service.
- Dr. can fax Rx to Express Scripts directly.
- Express Scripts sends emails or phone calls to let you know when Rx received/shipped.
- Can request home delivery by registering online at www.express-scripts.com.
- Benefits office (859-622-1324) and Kentucky Rx Coalition (855-218-5979) are available for problems.

What if my doctor changes my medications?
- The new Rx needs to be sent to Express Scripts.
Doctor can fax or you can mail.

I don’t have a credit card to pay for the Rx.
- Express Scripts will send a bill with the Rx and you can pay with check. Bill me later option on web site.
- You can also pay using your medical FSA Benny card.

We will put local pharmacies out of business.
- We are sorry you feel that way but as you know the University is facing major budget constraints and this is a big cost savings.

I don’t have an Express Scripts card.
- Contact the Benefits Office at 622-1324 and a card can be ordered.