



## FAQ: Walgreens becomes in-network retail pharmacy as of September 15, 2012

We are pleased to share with you that Express Scripts (“ESI”) and Walgreens have finally reached an agreement for Walgreens to participate as an in-network retail pharmacy and as a result our members will be able to use their pharmacy benefit at Walgreens stores beginning Sept. 15, 2012.

- **When will Walgreens be considered in-network for our members?**
  - Walgreens will again be an in-network pharmacy- as of September 15, 2012.
- **When can our pharmacy members have in-network coverage at Walgreens pharmacies?**
  - Members will have in-network coverage for prescriptions filled at Walgreens beginning September 15, 2012.
- **What if a member fills a prescription prior to September 15<sup>th</sup>?**
  - Walgreens is an out-of-network pharmacy until September 15, 2012.
  - If their plan offers out-of-network benefits and members use Walgreens, the member will have to pay the full retail price and submit a claim. Also, benefits may be lower than if the member uses an in-network drug store.
  - If members do not have an out-of-network pharmacy benefit, they will have to pay the full price of their prescription at the point of sale and will not be able to obtain reimbursement.
  - Members can review their certificate/evidence of coverage for more information.
- **Are there other pharmacies affected by this situation or only Walgreens?**
  - Only Walgreens-owned pharmacies in the network are affected. Walgreens operates under various names, such as Duane Reade and Happy Harry’s.
- **How can members confirm their pharmacy is in-network?**
  - Members can always check the list of participating pharmacy providers online to see if a particular provider is in-network by visiting our website. Members may also call customer service at the number located on their member ID card.
- **Can a member transfer their current prescription(s) to Walgreens?**
  - In most cases, members can take their medicine bottle to their new drug store and the drug store will transfer the prescription.
  - In some states, including New York, and for some medications, members will need to ask their doctor to call the new drug store with the prescription details.
  - Members can also continue to use their current pharmacy.
  - Members should wait until September 15<sup>th</sup> to fill the prescription at Walgreens in order to receive in-network pharmacy benefits.

*Si necesita ayuda en español para entender este documento, puede solicitarla sin costo adicional, llamando al número de servicio al cliente que aparece al dorso de su tarjeta de identificación o en el folleto de inscripción.*

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