

Transparency in Coverage Member Experiences

Website (Check Coverage) & Copay Letter

01.01.24

Table of Contents

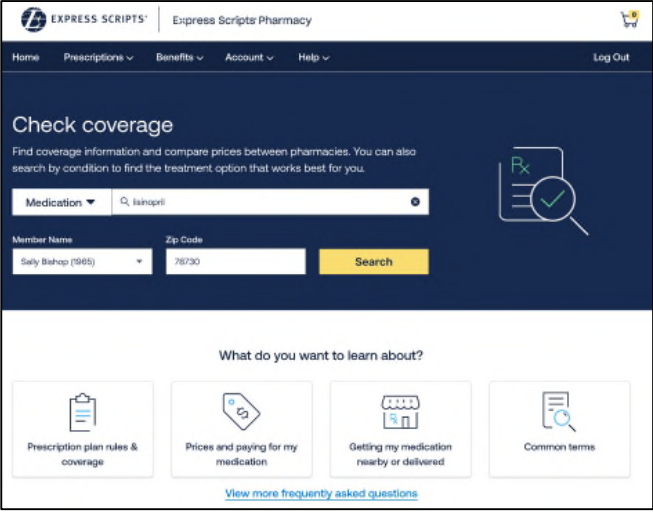
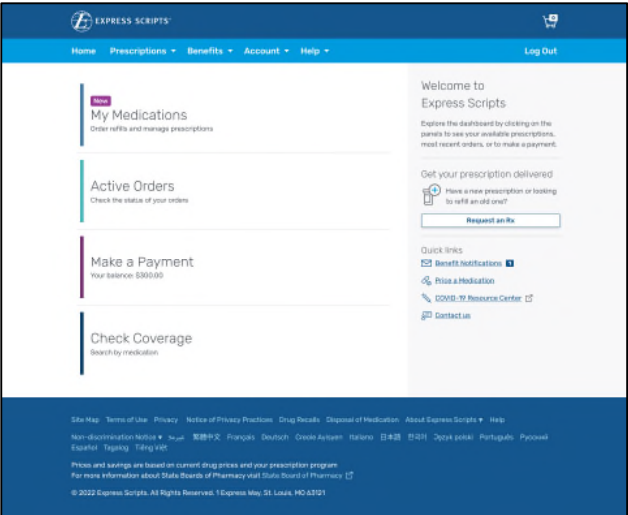
Member Website	3
Dashboard.....	3
Medication Results.....	4
Pharmacy Pricing Results.....	4
Pricing Details	5
Contact Center CSP	6

Member Website

Below is information on the member web flow that members can experience within the member website. At this time, members can still leverage tools such as Find a Pharmacy and Price a Medication.

Dashboard

Members access the Check Coverage tool (which was built for the Transparency in Coverage Federal Legislation) from the dashboard after logging in to express-scripts.com. Members can then search options including medication and NDC. Each search is specific to a specific member to ensure compliance with their benefit plan.

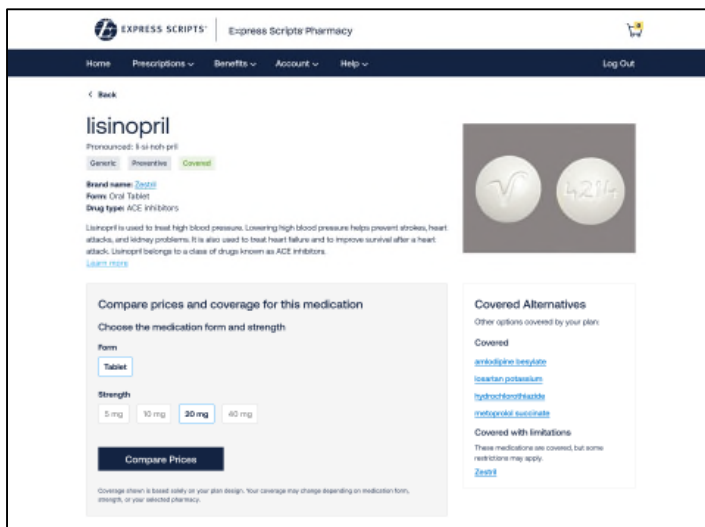


Medication Results

Medication results are displayed with additional price comparison options such as form, strength, and day supply. Results will also display covered alternative drugs.

Indicators also exist for generic/brand, whether the drug is a preventive drug, and if the drug is covered by the plan.

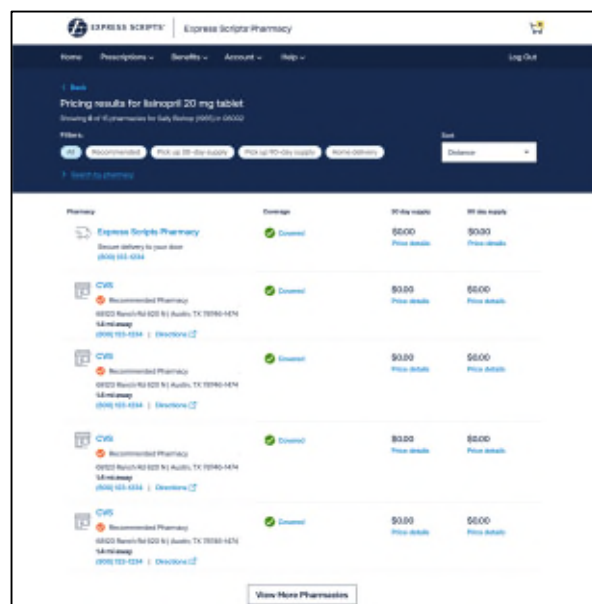
Clicking on **Compare Prices** will take the member to the pricing results (see additional screenshots below).



Pharmacy Pricing Results

Members must decide how they'd like to receive their medication (see below). Cost information displayed by location (see image to the right).

If a 90-day supply is required by the plan, a 30-day supply will not be listed for those maintenance medications.

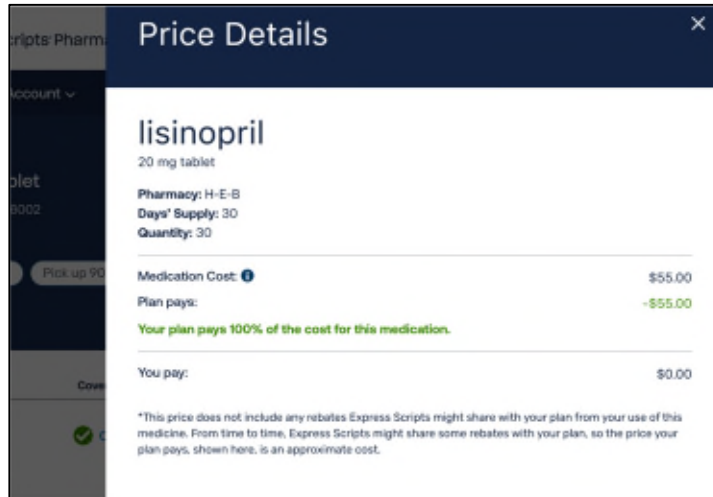


**See pricing details below for what appears after members click on "Price Details" above.*

***Recommended pharmacies are driven by favorite pharmacy plan design, which is a client required setup.*

Pricing Details

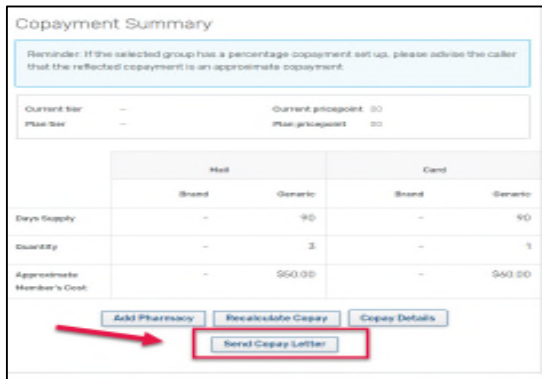
After clicking on “Price Details” from the pharmacy information screen above, an over panel appears to provide details on the medication cost, plan costs, and patient cost amounts. There is an information icon next to Medication Cost that provides the definition of medication cost including negotiated rate.



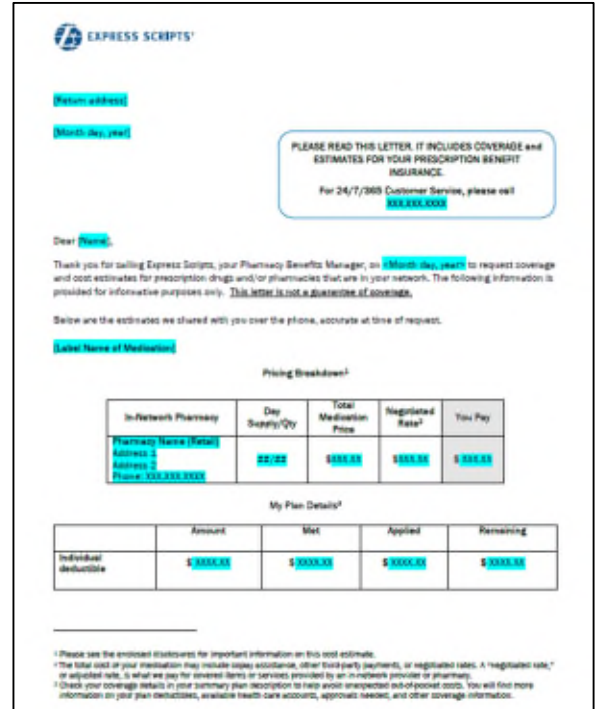
Contact Center | CSP

Below is information on how a Contact Center Representative can request the letter providing all detailed pricing information (see sample letter to the left) be sent to a member if they wish to see this information via print vs. finding the information online.

Contact Center Representatives can find the request to send the letter on behalf of the member on the **Drug Coverage Screen**.



Send Copay Letter button will only be visible if available for member. Only 1 drug per letter request.



The Representative will need to confirm the pharmacy information as well as the member's mailing address. Once those are confirmed, there will be a confirmation that the copay letter was successfully submitted. The letter will be sent within 2-days.

