



+



EXPRESS SCRIPTS®

3700 Colonnade Pkwy, Ste 600  
Birmingham, AL 35243

Dear **ORAU** Plan Member:

**ORAU** is pleased to announce effective **January 1, 2021**, your pharmacy benefits will be administered by RxBenefits in partnership with Express Scripts. The RxBenefits service model delivers enhanced safety, better cost savings, and top-notch customer service.

With Express Scripts, you'll have access to a massive network of more than 60,000 pharmacies nationwide. We're prepared to meet all your pharmacy needs.

### Your prescription benefit coverage includes:

**Member Services:** Dedicated to meeting your prescription benefit needs, we can be reached at 800.334.8134 or [RxHelp@rxbenefits.com](mailto:RxHelp@rxbenefits.com) Monday through Friday from 7:00 a.m. to 8:00 p.m. Central. After hours you may choose to transfer directly to Express Scripts.

**Digital Tools:** On **January 1, 2021** register at [express-scripts.com](https://express-scripts.com) and download the Express Scripts mobile app to manage your profile, request refills, locate pharmacies, and more!

**ID Card:** Express Scripts will provide your prescription benefit ID Card. Beginning **January 1, 2021** use the new card when filling a prescription. If you need to fill a prescription before your card arrives, simply provide the following, along with your member number or Social Security number, to the pharmacy:

RXBIN:	610014
RXGRP:	RXBOARI
Issuer:	Express Scripts
Pharmacy Member Services:	800.334.8134
Pharmacist Helpdesk:	800.922.1557

**Prescription Benefit Coverage:** A detailed summary of your prescription benefit coverage.

**Cost Sharing:** The current copay structure for prescription drugs is not changing. Please check the 2021 Formulary to determine if the preferred status of your medication has changed.

**Drug Exclusions:** Review the Formulary Exclusions List at [express-scripts.com](https://express-scripts.com) and the Exclusions section in the **Prescription Benefit Coverage** document. If either indicates your medication may be excluded, please speak with your doctor about moving to a covered alternative. Over the Counter (OTC) alternatives do not require a prescription.

**Maintenance Medications:** Treat ongoing conditions like diabetes, high blood pressure, and asthma. In addition to local retail pharmacy access, your prescription benefit coverage allows these medications to be filled by mail. If you currently fill your maintenance medications through Express Scripts, please continue to do so, you will not need to create a new account.

### Mail Order Provides:

- Free delivery to your home of up to a 90-day supply
- Confidential, tamper-resistant, and temperature-controlled packaging



+



- Convenient refill requests online or by phone
- 24/7 access to a registered pharmacist

#### Getting Started with Mail Order is Easy:

1. Ask your doctor for a new 90-day supply prescription, and up to three refills, for each maintenance medication
2. Download the Express Scripts Mail Order Form from [express-scripts.com](http://express-scripts.com)
3. Mail the completed form and prescription to Express Scripts

New or initial orders may take **10-14 business days** to process. Be sure to have at least a two-week supply on hand when submitting a new Mail Order request.

**Specialty Medications:** Typically treat complex or rare conditions like multiple sclerosis, hepatitis, and rheumatoid arthritis. As the exclusive provider of specialty medications, **Accredo Specialty Pharmacy** will work closely with you to ensure proper delivery and administration of your medication. A list of specialty medications and the conditions they treat is available at [Accredo.com](http://Accredo.com).

#### Switch to Accredo Specialty Pharmacy in Just One Step:

1. Call 800.803.2523 and speak with an Accredo care specialist. They'll contact your doctor and handle the paperwork needed to continue appropriate care.

Visit [Accredo.com](http://Accredo.com) to learn more about the services **Accredo** provides.

If you have any questions about your prescription benefit coverage, contact **Member Services** at **800.334.8134** or [RxHelp@RxBenefits.com](mailto:RxHelp@RxBenefits.com) Monday through Friday from 7:00 a.m. – 8:00 p.m. Central. After hours you may choose to transfer directly to Express Scripts.

Sincerely,  
Your RxBenefits Team