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Dear Plan Member,

We're excited to welcome you to the RxBenefits family. As a friendly reminder, RxBenefits has partnered with Newark Board of Education and Express Scripts to ensure members continue to receive exceptional pharmacy benefits as well as service. Express Scripts is and will continue to administer pharmacy benefits for Newark Board of Education with NO CHANGE IN COVERAGE. RxBenefits will work with Express Scripts and the District to ensure your safety, promptly address any issues or concerns to make certain you get the maximum value from your new benefits plan.

This packet is designed exclusively for you, and includes the following helpful resources that provide important information about your pharmacy plan:

- **Member Services Support Contact Information**
Our professional member services representatives are available to support you should any questions or issues arise.
- **Details on Accessing Express Scripts' Website & Mobile App**
Newark Board of Education has selected Express Scripts as your backend claims manager, giving you access to one of the largest national pharmacy networks. Express Scripts' web portal and app will help you manage your medications anywhere, anytime, search for the nearest retail pharmacy, and check drug interactions.
- **Information on How to Sign-Up for Mail Order**
Get up to a three-month supply of your maintenance medication(s) delivered safely and reliably right to your door. Save time and money!



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If there are any questions regarding prescription coverage, please contact RxBenefits.

Plan Members call Member Support: 844.424.8882

Pharmacists call Pharmacy Help Desk: 800.922.1557

As always, RxBenefits' Member Services team is available to answer any questions you may have. You can reach them Monday – Friday from 8:00 a.m. to 9:00 p.m. ET by calling **844.424.8882** or emailing CustomerCare@rxbenefits.com.

Please reach out to us at any time if you have any questions or concerns. We are thrilled to be partnering with you to take your pharmacy benefit to the next level.

Sincerely,
Your RxBenefits Team



Member Services Quick Reference



Member Support

RxBenefits' experienced, high-performing call center team delivers a superior level of service.

Availability

- Benefits Details
- Claims Status
- Pharmacy Network
- Coverage Determination/Inquiries
- Mail and Specialty Scripts
- Pharmacy Information

Key Details on Common Issues

Pharmacy Benefits & Coverage Inquiries

As plan members, you and your dependents can call for questions related to:

- Coverage
- Clinical Programs
- Copays
- Deductible Issues

Paper Claims

Members can mail prescription receipts along with their prescription benefits manager's claim form to the address listed on their ID card or fax them to RxBenefits at 1-205-449-5225 to be processed for direct reimbursement.

Call: 844.424.8882 or Email: CustomerCare@RxBenefits.com
Monday-Friday, 8:00 a.m. to 9:00 p.m. Eastern

Live Chat: My RxBenefits Member Portal member.rxbenefits.com
Monday-Friday, 10:00 a.m. to 7:00 p.m. Eastern

EXPRESS SCRIPTS PHARMACY BENEFIT SERVICES

Get the most from your prescription benefit



Express Scripts® Pharmacy Benefit Services manages the pharmacy portion of your health plan coverage to help make medication safer and more affordable. Just like your health plan covers your doctor visit, your pharmacy benefits or prescription plan cover the medication your doctor prescribes. Through your pharmacy benefits, you have access to a network of covered pharmacies and medications.

Express Scripts is committed to delivering exceptional pharmacy care so you can stress less and save more. Visit [express-scripts.com](https://www.express-scripts.com) to learn more about how we provide pharmacy benefits you can depend on.

1 Go digital

Get anywhere, anytime access to your pharmacy benefits with an online account. It's simple to start—it takes just 5 clicks and 2 minutes and you'll have access to view your plan details, coverage and benefits anytime, anywhere. Sign up at [express-scripts.com](https://www.express-scripts.com) or scan the QR code below.

An online account provides you with:

Instant digital ID card

Keep it on you 24/7. Download it to your phone, print a copy or do both. You can even save your ID card to your mobile wallet.

Money-saving recommendations

Log in today to get your personalized, proactive money-saving recommendations.

Rx and claims history

Manage your prescriptions, review your prescription history and medication spend, all in one place.

Coverage review updates

Before a doctor prescribes a medication, find out if it needs coverage review like prior authorization and check the status of an in-process review.

Helpful tools

Receive alerts on the go by signing up for text messages. Log in and go to Communication Preferences in your account.

2 Stress less

Ask your doctor if a 3-month supply is an option vs. a 1-month supply of your medication. Then request that your doctor send your 3-month prescription to Express Scripts® Pharmacy for home delivery to save you even more.

You can also:

Transfer an existing prescription to home delivery by clicking Add to Cart

For new prescriptions, you have three options:

- + Ask your doctor to send it to Express Scripts Pharmacy
- + Click the Request an Rx link on the online dashboard and we'll contact your doctor for you
- + Or print a home delivery form by selecting Forms under Benefits, then follow the mailing instructions

Sign up at [express-scripts.com](https://www.express-scripts.com) or scan this QR code.



3 Save more

Seeing your doctor? Ask if they use **Real-Time Prescription Benefit** to check for the most affordable pricing for you and to help avoid a coverage review like prior authorization.

If not, **use your online account during your visit to check pricing on any prescription**—a less costly option may be available that's just as effective. Request that medication instead.

These alternate options:

- + Help reduce costs and ensure you receive a safe and proven-effective medication
- + Usually are generic forms of brand-name drugs
- + Don't rely on coupons, which could cost you more over time

Ask about switching to generic medications to save money on your prescriptions.

The easiest—and safest—way to save money on prescriptions is to ask for a generic, which typically costs less because the manufacturer did not have to conduct the initial research or studies that the branded drug did.

Generics fall into two categories:

- + Direct chemical equivalent—a drug that has the same active ingredient as its brand-name counterpart
- + Therapeutic alternative—a drug that may not be chemically equivalent to the brand, but has the same therapeutic or treatment effect

Direct chemical equivalents are practically identical to the branded drug, while therapeutic alternatives are part of the same family.

FDA-approved generics must adhere to strict guidelines and are the same as a brand-name medication in dosage, safety, effectiveness, strength, stability and quality.



Simple

- + Get the most from your prescription benefit
- + Our dashboard makes it easy for members, with everything in one place

Generics

- + Greater simplicity and convenience
- + Ask your doctor, "Is there a generic for that?"

RTPB

- + Ask your doctor if they use Real-Time Prescription Benefit
- + Avoid a coverage review like prior authorization

Go digital

- + Empowering members with 24/7 support
- + Manage your medications on the go and on your schedule with the Express Scripts® mobile app



For additional information on how to take control of your prescription plan or any other questions about your account or coverage, visit [express-scripts.com](https://www.express-scripts.com), download the Express Scripts mobile app or call the Member Services number on your digital ID card.

Go digital

For fast, simple and secure access to your prescription benefits

Express Scripts® Pharmacy Benefit Services manages the pharmacy portion of your health plan coverage to help make medication safer and more affordable. Just like your health plan covers your doctor visit, your pharmacy benefits or prescription plan covers the medication your doctor prescribes. Through your pharmacy benefits, you have access to a network of covered pharmacies and medications.

Our pharmacy benefit capabilities



Save on medications

Check the price of a medication before and during a doctor's visit.



Find a pharmacy

Locate the most convenient network pharmacy for your needs.



Coverage review

Before a doctor prescribes a medication, check to see if it needs a coverage review.



Set reminders

Set reminders to take your medication and sign up for text alerts.

Get started now

Visit [express-scripts.com](https://www.express-scripts.com) to learn more about our pharmacy benefit services, so you can stress less and save more.

Download our new mobile app

Use the QR code or search Express Scripts® in your app store.

Download the app for free, then tap Register Now to get started.

