Transitioning to Express Scripts Pharmacy Benefit Services
Frequently Asked Questions

We're pleased to announce that Express Scripts® Pharmacy Benefit Services will be managing your prescription plan. We know that health care can be overwhelming. That's why we work to make getting the medications you need safer and more affordable. We encourage you to take advantage of the services and resources available to you through your plan. And we'll be here to help you and your dependents manage your pharmacy benefit. We look forward to serving you soon!

GENERAL INFORMATION

Q: How can I contact Express Scripts?
A: For any general questions or information about your prescription plan, **please call 1-800-809-8593.** For specific questions or information please refer to the below.

- Specialty Medication: **877-543-7134**
- Accredo® Specialty Pharmacy Members: **866-341-8809**
- Prior Authorization (PA) Phone Line for physicians: **800-988-1913**

WELCOME MATERIALS

Q: When will I receive a new ID card?
A: Your Express Scripts information will be included on the benefit card you receive from your medical insurance provider (Anthem or UHC). Please let your pharmacy know that you have a new prescription benefit with Express Scripts and provide your benefit card before you refill any current prescriptions beginning 1/1/2027.

Q: Will there be a new preferred drug list for 2027 and will I be informed of any change impacting me and my medications?
A: Yes, Express Scripts has a different formulary than your previous prescription plan. Express Scripts will make every effort to inform members by mail of specific impacts based on your current medication profile. However, it is the member's responsibility to check coverage requirements for all your medications. You can visit **www.express-scripts.com/shbp** at any time to review the formulary and other important documents.

PRESCRIPTION COVERAGE

Q: How do I find an in-network pharmacy?
A: Please see the **"Pharmacy Network List"** document at **www.express-scripts.com/shbp** or go to **express-scripts.com** on or after your plan effective date. We can help you search for nearby pharmacies in your prescription plan's network with our Find a Pharmacy tool.

You can search for nearby network pharmacies by ZIP code or city and state. You can also find a list of the services available at each pharmacy.

Q: Can I receive a 90-Day Supply from retail pharmacies and/or through home delivery?
A: Yes, you will be able to receive a 90-Day Supply through all in-network retail pharmacies as well as through home delivery for your maintenance medications. Standard shipping is included with home delivery.

Q: Will I need to get a new prescription?
A: No, you will not need a new prescription for your current prescriptions if they are filled at a retail pharmacy. If you have refills remaining with your current home delivery pharmacy, in most cases, you won't need a new prescription. Your remaining refills should transfer automatically to Express Scripts® Pharmacy. Once this happens, you'll be able to refill them online, by mail, by phone or via the Express Scripts® mobile app. If you are due a refill within the first few days of your plan start date, please request a refill from your current home delivery pharmacy at least 2 weeks before your supply runs out.

Q: Are generic medications safe?
A: Yes. FDA-approved generic medication – like brand-name medications – must meet the same standards of quality and purity established by the U.S. Food and Drug Administration (FDA) to help ensure their safety and effectiveness. Generic versions approved by the FDA have the same active ingredients as their brand-name counterparts, and they're equal in strength and dosage. Sometimes, drug manufacturers use different inactive ingredients, such as fillers and dyes, which may affect a generic medication's shape, color, size or taste.

Q: Why should I use generics or preferred brand-name medications?
A: You could save money by taking generics or preferred brand-name medications, because they usually cost less under your plan than nonpreferred brand-name medications. If you're taking a non-preferred medication, ask your doctor if a lower-cost generic or preferred brand medication would be the right option for you. Below is an explanation of the Co-Pay/Co-insurance Tier Level System:

- Tier 1: Lowest Co-Pay/Co-Insurance for ***generic*** medications
- Tier 2: Higher Co-Pay/Co-Insurance for ***preferred brand*** medications
- Tier 3: Highest Co-Pay/Co-Insurance for ***non-preferred brand*** medications

Q: How do I know whether my medication is covered or if there's a generic equivalent?
A: Go to **Compare Medication Prices** after choosing your enrolled plan at **www.express-scripts.com/shbp**. Just enter the medication name and search to view the cost and coverage information.

Q: How do I know which medications are preferred?
A: Your preferred medication list contains thousands of commonly prescribed medications. To see if a medication is included on your preferred medication list, see the list of preferred medications at **www.express-scripts.com/shbp**. Go to **Compare Medication Prices** after choosing your enrolled plan**.** Enter your medication name and click **Search** to view the cost and coverage information on the results page. If your medication isn't preferred, talk with your doctor to find out if there are any alternative preferred medications that could effectively treat your condition. You can print a copy of the preferred medication list to take to your doctor, or you can download the Express Scripts mobile app and show the doctor while in their office.

Note: The **Compare Medication Prices** calculator doesn't imply a guarantee of coverage, as covered products or categories are subject to individual plan restrictions and/or limitations. The **Compare Medication Prices** tool displays cost and coverage information for the current calendar year.

SPECIALTY MEDICATIONS

Q: What's a specialty medication?
A: Some prescription medications are called "specialty medications," and they're used to treat complex, chronic health conditions, such as multiple sclerosis or rheumatoid arthritis. These medications usually need to be stored or handled in special ways.

Q: Is there an extra cost to use Accredo's specialty pharmacy services?
A: No. As an Evernorth specialty pharmacy, Accredo is part of your prescription plan. There is no cost to you for shipping. You can use other specialty pharmacies as well. If you choose to use Accredo, there is a dedicated service line for State Health Benefit Plan members: **866-341-8809.**

Q: Can I order all my medications from Accredo?
A: No. Accredo dispenses only specialty medications.

COVERAGE REVIEW

Q: What's prior authorization (also known as PA or coverage review)?
A: We want to make sure you get the safest, most effective medication available. That means your prescription may require a review before it is covered by your plan. During the review, your doctor can provide us with more detailed information about your prescription so we can make sure its use falls within your plan's rules. These rules are based on the product information approved by the Food and Drug Administration (FDA) as well as published clinical trials and guidelines. This review makes sure you're getting a medication that is prescribed for its intended use and covered by your pharmacy benefit.

If your prescription requires prior authorization, on or after your plan effective date, your doctor can initiate a prior authorization by visiting **esrx.com/PA**. Express Scripts will inform you and your doctor in writing of the coverage decision.

Q: Will my current prior authorization approval I have now transfer to Express Scripts?
A: In most cases, the existing prior authorization you currently have will be transferred to Express Scripts. There may be some exceptions, so after your coverage begins, you can contact Express Scripts at **800-809-8593** to verify whether your coverage approval transferred.

PRIVACY INFORMATION

Q: Who has access to my prescription information?
A: Express Scripts has a strong commitment to your privacy. Express Scripts has established effective administrative and technical safeguards to protect the confidentiality of your prescriptions and other information and to secure this information from unauthorized or improper access, disclosure or use. In addition, Express Scripts does not sell individually identifiable information nor lists of members and their covered dependents to outside companies for solicitation or marketing purposes.

ADDITIONAL QUESTIONS

Q: Will weight-loss medications be covered in 2027 and what are the requirements for coverage?
A: Yes, weight-loss medications will be covered in 2027. SHBP will be offering two weight-loss support programs for free to members to help them in their weight-loss journey, but participation is not required for medications to be covered. Weight-loss prescriptions can be written by either the

member's personal physician or through the 9amHealth prescriber network. In all cases, a prior authorization approval must be obtained before the medication will be covered under the plan. Physicians can call Express Scripts any time after January 1, 2027, to request a prior authorization review at **800-988-1913.** You can learn more about the weight-loss support programs available on the SHBP website www.shbp.georgia.gov. Express Scripts is not affiliated or partnered with either of the weight-loss support programs SHBP is offering.

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