

EXPRESS SCRIPTS® PHARMACY BENEFIT SERVICES

Member Experiences Communication Library



Member Experience Communications Library

Supporting members through key moments across their health care journey:

- + Pre-Benefit
- + Benefit Education
- + Medical Encounter
- + Pharmacy Encounter
- + Post-Prescription
- + Entire Experience

Overview

This library serves as a centralized collection of sample member-facing communications and materials available across Evernorth Health Services' solutions. It provides visibility into available communications and shows how members may experience them when enrolled in a given solution.

What's included

Depending on the solution, sample resources in the library may include:

- + **Standard member-facing communications**, such as letters, emails, and digital messages members may receive when the plan is enrolled
- + **Digital experiences** and supporting member content
- + **Educational, promotional and reference materials**, including:
 - + Flyers
 - + Frequently Asked Questions (FAQs)
 - + Drug lists and other supporting resources.

Disclaimer

Samples are provided for reference only. Actual communications and materials may vary by solution and based on solution enrollment configuration, and other applicable requirements.

Quick Reference Guide



Selecting a solution links to the communications and materials associated with that solution. Click the sky-blue dots (●) on each solution slide to view or download available samples.

● Accredo Communications (Coming Soon)	● Digital Health Formulary	● Future Plan Year Disruption	● Price Assure
● Advanced Home Delivery	● Drug Recall for Retail	● Health Connect 360	● Prior Authorization
● Advanced Opioid Management	● Emergency and Disaster Events	● Medical Channel Management	● Rational Med
● Advanced Utilization Management	● EncircleRx	● Member Choice Network Design Solutions	● Retail to Mail Program
● Annual Transparency Report	● EnGuide Pharmacy	● MoreThanRx	● Retrospective Drug Utilization Review (RDUR)
● Benefit Education Communication (BEC)	● Enhanced Fraud, Waste & Abuse	● Non-Standard / Ad Hoc Templates	● SafeGuardRx
● Benefit Fairs (+ In-Benefit Education)	● EnReachRx	● Patient Assurance Program	● Savings Advisor
● Cash Wrap Network Communication	● Exclusive Specialty	● PBS Communication (aka CCAR)	● ScreenRx
● Claims History & Review	● Express Scripts Digital Tools (Web and Mobile)	● Pharmacy Survey	● Smart90
● Compound Management	● Express Scripts Pharmacy Member Communications	● Pharmacy Termination	● Smart Medicaid
● Consumer Connect Plan	● Formulary Exclusion	● Precision Specialty	● Supplemental Discount Program
● Copay Assistance Specialty Solutions	● Formulary Notification	● Pre-Doctor Visit Communication	● Transition Supply for Medicaid
● Cost Sharing Communication	● Formulary Rapid Response	● Preferred Pharmacy Network	● Welcome Kit
● Coverage Review	● Frequently Asked Questions	● Preventive Items and Services	

Member Experiences by Solution

Quick Reference Guide

ADVANCED HOME DELIVERY

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Exclusive Home Delivery Announcement Communication	This announcement campaign is used to update members about their new plan design.	●			●				●			
	Select Home Delivery Announcement Communication	This solution is part of PBS Communication (CCAR). To learn more and view samples of materials—including letters, emails, and other content—click here .	●	●		●				●			
	Patient Pharmacy Communications	This toolkit contains materials and messaging designed to help you directly communicate the benefits of getting maintenance medications from Express Scripts Pharmacy. Materials are available for both employer and Medicare health plan audiences.				●				●			

ADVANCED OPIOID MANAGEMENT

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Drug Disposal Member Communication Insert	This communication provides members information on how to safely dispose of unused medications.	●							●	●	●	●
	Member Communication	These communications provide members with important facts and tips about handling and taking pain medication.	●	●						●	●	●	●
	Pelago Member Communicaton		●							●	●	●	●
	Narcan Member Communication		●							●			
	Enhanced Fraud Waste & Abuse (eFWA) Communication	Click here to learn more about eFWA Member and Prescriber communication and to see samples of the available communication.											

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Advanced Utilization Management													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Drug Quantity Management	This campaign is sent to members who have a claim that will be impacted by an upcoming plan change.	●	●			●			●			
	Prior Authorization		●	●						●			
	Step Therapy		●	●						●			
	Test Strips	This campaign is used to notify members of an upcoming change to their plan-preferred glucose test strips.	●							●			
	Rapid Response Therapy	This campaign is sent to members who have a claim that that is affected by a step therapy edit, the letter explains Step Therapy, provides the member with available options and a list of preferred and non-preferred drugs.								●			
	• Member Communication		●							●			
	• Physician Communication		●							●			

Annual Transparency Report													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Annual Transparency Report	This report provides greater transparency to members on how much their plan paid, member paid and then provide new information on negotiations done on their behalf throughout the year.		●				●		●			

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BENEFIT EDUCATION COMMUNICATION (BEC)

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Benefit Education Communication (Consumer Connect, Price Assure) Future Enhancements Coming 2026: EncircleRx, EnReachRx, Formulary Disruption for New Clients, MoreThanRx: Medication Therapy Management (MTM), Network Disruption, Precision Specialty	This campaign is to inform members of upcoming changes to their network and prescription coverage in one combined, consistent informational message. <i>Future enhancement samples coming soon.</i>	●	●		●	●			●	●		

BENEFIT FAIRS (+IN-BENEFIT EDUCATION)

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Various Member Materials (Accredo, Benefits at a Glance, Web and Mobile Tools, Generics, Home Delivery, and more)	A variety of flyers, posters, and other materials are available to distribute to members at any time during the plan year, as well as for use online or in print at benefit fairs and other member education events. To arrange for Express Scripts support for a benefit fair and additional resources, contact your account team.				●	●		●	●			
	Digital Benefit Fair Presentations and Videos	Pre-recorded benefit fair presentations and presentation materials for your use are available by contacting your account representative.								●			
	Evernorth Express Scripts Pharmacy Benefit Services Who We Are	Click here to access the toolkit, user guides and Who We Are flyer.											
	Express Scripts Digital Adoption Toolkit (Web & Mobile) - Express Scripts Member Portal User Guide - Express Scripts Mobile App User Guide												

*Some materials available in Spanish

Member Experiences by Solution

CASH WRAP NETWORK COMMUNICATION

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Cash Wrap Network Communication	This campaign is used to remind members to use in-network pharmacies after paying the negotiated cash price for a prescription filled out-of-network. This solution is part of PBS Communication (CCAR). To learn more and view samples of materials—including letters, emails, and other content—click here.		●						●			

CLAIMS HISTORY & REVIEW

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Claims History and Review	This campaign notifies members that their previous year’s spending and claims history are available for review, helping them plan next year’s benefits and maximize flexible spending accounts. Members can access this information anytime through digital tools, and emails are sent at client-selected times.		●				●		●			

COMPOUND MANAGEMENT

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Announcement Communication	This announcement campaign is used to update members about their new plan design.	●	●						●			

*Some materials available in Spanish

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Member Experiences by Solution

CONSUMER CONNECT PLAN													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Announcement Communication	This letter lets members know about upcoming changes to their prescription benefits and explains what to expect with a high-deductible health plan. It helps members understand key costs, such as deductibles and out-of-pocket maximums, and points them to tools and resources to manage their medications.	●							●			

COPAY ASSISTANCE SPECIALTY SOLUTIONS													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	SaveOnSP Member Communication	Information is sent to members when client enrolls in an optional copay assistance benefit design, to inform them of the benefit and how their specialty medication copay and/or deductible/out of pocket maximum may be impacted.	●			●		●		●			
	Out of Pocket Protection Member Announcement Communication		●							●			
	Out of Pocket Protection Post-Adjudication Member Communication		●					●		●			

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COST SHARING COMMUNICATION

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Communication	Ad hoc communication providing cost sharing information for processed claims, available to members by request. Meets Transparency in Coverage requirements.	●							●	●		

COVERAGE REVIEW

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Communication	These communications help members understand a medication coverage decision and what to do next, such as how to fill the prescription or request an appeal.	●							●			

Member Experiences by Solution

DIGITAL HEALTH FORMULARY													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Behavioral Health Care	Outreach strategy and cadence for member communication to provide members information on a proven non-drug approach to mental health care.											
	• Big Health (Daylight & Sleepio)			●		●				●	●		
	• Silvercloud by Amwell					●				●	●		
	Cardiodiabetes Care (Diabetes, Diabetes Prevention, Hypertension)	Outreach strategy and cadence for member communications, as well as marketing materials to provide members with important information about their diabetes, diabetes prevention and hypertension care benefit.											
	• Omada Health (<i>Diabetes, Hypertension, Prevention</i>)					●				●	●		●
	• Teladoc Health (<i>Diabetes, Hypertension, Prevention, Weight Management, Chronic Condition Management Plus</i>)					●				●	●		●
	• Lifescan (Diabetes Remote Monitoring)					●				●	●		●
	Dermatology Care	Outreach strategy and cadence for member communications, as well as marketing materials to help communicate the benefits of Zerigo Health.											
	• Zerigo Health					●				●			
	Digestive Care	Outreach strategy and cadence for member communications, as well as marketing materials to help communicate the benefits of Cylinder Health.											
	• Cylinder Health (Digestive Health Solution)					●				●			
	Injection Care	Coming Soon!											
	• Health Beacon (Smart Sharps Bin)									●	●		

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DIGITAL HEALTH FORMULARY – CONT'D													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	LGBTQIA+ Advocacy Care	Outreach strategy and cadence for member communications to provide members with important information about their musculoskeletal plan benefit.											
	• FOLX Health					●				●			
	Musculoskeletal Care (Muscle & Joint Pain)	Outreach strategy and cadence for member communications to provide members with important information about clinical services designed by and for the LGBTQIA+ community.											
	• Hinge Health (Full MSK Clinic - Prevention, Acute, Chronic, Surgery, Expert medical Opinion)					●				●	●		
	• Omada Health (Omada for Musculoskeletal - Consultation, PT-Guided Recovery, Self-Guided Recovery, Prevention)	*For Sword Health member facing materials, please reach out to the Sword Health Client Success team for support.				●				●	●		●
	• Sword (<i>Thrive, Bloom, Move</i>)*									●	●		
	Substance Use Disorder Care	Outreach strategy and cadence for member communications to help communicate the benefits of Pelago, the world's first digital clinic delivering comprehensive Medication-Assisted Treatment program for multiple addictions. Marketing materials and samples of member communications will be available soon.											
	• Pelago Care Pathways (Tobacco, Alcohol, & Opioid)					●				●			
	Women's Health Care	Outreach strategy and cadence for member communications, as well as marketing materials to provide members with important information about their women's health benefit.											
	• Maven Clinic (Fertility & Family Building, Maternity & Newborn Care, Parenting & Pediatrics, Menopause & Midlife Health, Maven Milk, Maven Managed Benefit, Maven Wallet)					●				●	●		

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DRUG RECALL FOR RETAIL													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Communication	This communication alerts members and healthcare professionals about significant safety-related drug recalls and market withdrawals from patients that filled their prescription at a retail pharmacy.	●							●	●	●	●
	Prescriber Communication		●							●	●	●	●

EMERGENCY AND DISASTER EVENTS													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Communication	Find answers to the most common questions related to emergency and disaster situations in the Emergency & disaster events section of our Frequently Asked Questions, as well as other resources available for members living in areas affected by an emergency or disaster situations, such as floods, hurricanes or tornadoes.				●				●			

Member Experiences by Solution

ENCIRCLERX													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Communication 9AM Health - Omada Health - Teladoc Health	These communications provide members with important information about their benefit, vendor-specific materials, including answers to common questions. <i>This will be added to Benefit Education as a future enhancement. Click here to learn more about Benefit Education.</i>	●	●		●		●		●			

ENGUIDE PHARMACY													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Communication	This is a list of EnGuide Pharmacy patient communications that outlines the target audience and provides a brief description of each communication, including items such as eLitPack, address verification, and auto-refill reminder notifications.	●	●						●			
	EnGuide Pharmacy Member Guide	This guide is a member-facing resource that explains how the EnGuide Pharmacy solution works and what members can expect when using the service. It provides an overview of available features, pharmacy access, and support information to help members understand and navigate their pharmacy experience.				●				●			

Member Experiences by Solution

ENHANCED FRAUD, WASTE & ABUSE (eFWA)													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Communication	This communication alerts members and healthcare professionals important information about a coverage change on the member’s prescription.	●					●		●		●	
	Prescriber Communication		●					●		●		●	

ENREACHRX													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Communication	This communication lets members know about an upcoming change to how their prescription will be filled and what they need to do so their coverage continues without any delays. <i>This will be added to Benefit Education as a future enhancement. Click here to learn more about Benefit Education.</i>	●							●			

Member Experiences by Solution

EXCLUSIVE SPECIALTY

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Communication	This announcement campaign is used to update members about their new plan design.	●				●			●			
	Member Communication New Clients	This solution is part of PBS Communication (CCAR). To learn more and view samples of materials—including letters, emails, and other content—click here .	●				●			●			
	Prescriber Communication		●				●			●			

Member Experiences by Solution

EXPRESS SCRIPTS DIGITAL TOOLS | WEB & MOBILE

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Digital Adoption Toolkit	This toolkit promotes digital engagement through the member website and mobile app, which is pivotal to increasing medication adherence. By creating an online account, members enable Express Scripts to communicate with them directly—text messaging alone has been shown to nearly double adherence among those who opt in. This is a combined digital engagement toolkit, bringing together all resources related to the website, mobile app, and communication tools like text and email, making it a one-stop resource for driving digital adoption.				●			●	●			
	Member Portal User Guide	These user guides will help you use features and functions available through the member portal and mobile app to manage your pharmacy services.											
	• English					●				●			
	• Spanish					●			●	●			
	Mobile App User Guide	These user guides will help you use features and functions available through the member portal and mobile app to manage your pharmacy services.											
	• English					●				●			
	• Spanish					●			●	●			
	Evernorth Express Scripts Pharmacy Benefit Services Who We Are	This flyer explains who we are as Evernorth Express Scripts Pharmacy Benefit Services and how we will continue to deliver access to the very best care at the very best value to those we serve.				●				●			
	Member Communication	This campaign provides important details about the member website, Express-Scripts.com, and the Express Scripts mobile app.		●						●			

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EXPRESS SCRIPTS PHARMACY COMMUNICATIONS

★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Patient Pharmacy Communications	This is a list of Express Scripts Pharmacy patient communications that outlines the target audience and provides a brief description of each communication, including items such as eLitPack, address verification, and auto-refill reminder notifications. Additional pharmacy messaging can be found in the PBS Communication (CCAR). To learn more and view samples of materials—including letters, emails, and other content—click here.	●	●	●					●			
	Patient Pharmacy Communications	This toolkit contains materials and messaging designed to help you directly communicate the benefits of getting maintenance medications from Express Scripts Pharmacy. Materials are available for both employer and Medicare health plan audiences.				●				●			

FORMULARY EXCLUSION

★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Communication	This campaign targets members biannually (typically 1/1 and 7/1), who are currently taking one or more drugs which will move to not covered. This program applies to the National Preferred (NPF) and National Preferred Flex (Flex). This campaign will send a letter or email based on member preference and an automated phone call.											
	• Home Delivery (HD)		●	●		●	●	●		●			
	• Retail + Home Delivery (HD)		●	●		●	●	●		●			
	• Retail		●	●		●		●		●			

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FORMULARY NOTIFICATION

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Communication	This campaign targets members biannually (typically 1/1 and 7/1), who are currently taking one or more drugs which will move to not covered. This program applies to the National Preferred (NPF) and National Preferred Flex (Flex). This campaign will send a letter or email based on member preference and an automated phone call.											
	• Home Delivery (HD)		●				●	●		●			
	• Retail + Home Delivery (HD)		●				●	●		●			●
	• Retail		●					●		●			

FORMULARY RAPID RESPONSE

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Communication	This reactive campaign that is sent to the member post reject at POS due to National Preferred Formulary Exclusion.											
	• Home Delivery (HD)		●	●			●	●		●			
	• Retail + Home Delivery (HD)		●	●			●	●		●			
	• Retail		●	●				●		●			

Member Experiences by Solution

Frequently Asked Questions													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Frequently Asked Questions (Express Scripts Pharmacy Benefit Services)	Have questions about your refills, paying a bill, or using the site? Our Frequently Asked Questions guide you quickly to online answers for some of the most common customer questions.				●				●			

Future Plan Year Disruption													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Formulary Disruption New to ESI Clients	Informs the patient their medication is no longer part of the formulary and is not covered. For non-standard communications, click here. <i>This will be added to Benefit Education as a future enhancement. Click here to learn more about Benefit Education.</i>	●							●			

Member Experiences by Solution

HEALTH CONNECT 360													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Adherence Communication	This communication encourages members to stay on track with their medications and provides convenient options for refills, cost-saving alternatives, helpful tips for remembering to take their medications, and guidance on connecting with a pharmacist for support.	●	●						●			
	Opioid Education Member Communication	This is an enrollment option for Health Connect 360. Click here to view sample communications that provide important information on the safe use of opioids.											
	Hypertension Remote Monitoring Program Launch Member Communication and Flyer	This is an enrollment option for Health Connect 360. Click here to view the outreach strategy and cadence for member communications, along with marketing materials that inform members about their hypertension remote monitoring benefit.											
	Cardiodiabetesity Care (Diabetes, Diabetes Prevention, Hypertension)	This is an enrollment option for Health Connect 360. Click here to view the outreach strategy and cadence for member communications, along with marketing materials to inform members about their diabetes, diabetes prevention and hypertension care benefit.											
	RationalMed (Anti-Depressant Member Communication (inMynd SilverCloud))	This is an enrollment option for Health Connect 360. Click here to view sample communications.											

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MEDICAL CHANNEL MANAGEMENT

★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Specialty Member Announcement Communication	This announcement campaign is used to update members about their new plan design.	●							●			
	Unreachable Member Communication	This campaign is sent to members who have been unreachable, in an effort to educate them on the benefits of the Medical Channel Management program.	●							●			
	Member Facing Drug List	These are member facing drug lists for drugs in-scope under the Medical Channel Management product.				●				●			

MEMBER CHOICE NETWORK DESIGN SOLUTIONS

★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Announcement Communication	This announcement campaign is used to update members of existing clients about their new plan design. Members of new-to-Express Scripts clients will receive announcement information in the Welcome Kit. Please note: Member Choice Network Design materials vary for members of new-to-Express Scripts clients and members of existing clients whose plan is changing to include Member Choice Network Design Solution. Refer to notes in each asset for additional guidance. This solution is part of PBS Communication (CCAR). To learn more and view samples of materials—including letters, emails, and other content—click here.	●			●			●	●			

Member Experiences by Solution

MORETHANRX													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	MoreThanRx Toolkit (Direct Pharmacy Services) - Test to Treat - OTC Test Kits - Pharmacist Prescribing - Pharmacy Vaccination Program - Reproductive Health - Medication Administration Services	This toolkit contains marketing materials such as flyers, emails and digital signs for the MoreThanRx suite of solutions, designed to educate and inspire members to use the service(s) available to them.	●	●		●				●		●	
	MoreThanRx Toolkit (Clinical Services) Medication Therapy Management	This campaign is to inform members of upcoming changes to their network and prescription coverage in one combined, consistent informational message.	●	●							●		

Member Experiences by Solution

NON-STANDARD / AD HOC TEMPLATES													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Disruption Communications												
	Exclusive Specialty	Informs the patient of their new specialty benefits and how to transfer prescriptions to Accredo. For standard communications, click here .	●							●			
	Preventive Meds	Informs the patient that medications on the Preventative Medication List are available at no cost.	●							●			
	Transitioning to Express Scripts FAQ	Frequently Asked Questions about transferring to Express Scripts pharmacy, from a different PBM. This applies to patients new to Express-Scripts Pharmacy Benefit Services. For standard communications, click here .	●							●			
	Plan Changes												
	Book of Business Step Therapy	Informs the patient their current medication will no longer be covered unless they first try a preferred alternative medication. This applies to patients filling a medication that is now under Step Therapy.	●							●			
	Day Supply Change (90 to 30)	Informs the patient their medication is no longer available for a 3-month supply. This applies to patients filling a 3-month supply of their medication.	●							●			
	Drugs No Longer Covered (Exclusion)	Informs the patient their medications are no longer covered under the plan.	●							●			

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NON-STANDARD / AD HOC TEMPLATES – CONT'D

★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Formulary Disruption New to ESI Clients	Informs the patient their medication is no longer part of the formulary and is not covered. <i>This will be added to Benefit Education as a future enhancement. Click here to learn more about Benefit Education.</i>	●							●			
	Formulary Tier Change (Retail, Retail + Home Delivery)	Informs the patient their medication is no longer part of the preferred formulary which could lead to increase cost.	●							●			
	Generic Incentive (DAW)	Book of business Generic incentive/DAW pre-notes. Letters will be used when implementing DAW for clients. Variables and letter will be chosen based on plan design for client.	●							●			
	HIV pre-exposure prophylaxis (PrEP)	Informs the patients about changes to their HIV PrEP medications.	●							●			
	Prescriber Block	Informs that patient that their doctor is no longer covered under the plan.	●							●			
	Specialty Day Supply Change (90 to 30)	Informs the patient their specialty medication is no longer available for a 3-month supply. This applies to patients filling a 3-month supply of a Specialty medication.	●							●			
	Universal RDL	Informs the patient their medication is no longer covered under the plan.	●							●			

Member Experiences by Solution

PATIENT ASSURANCE PROGRAM													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Communication	Updated promotional materials coming soon! These communications provide members with important information about their Patient Assurance benefit. This solution is part of PBS Communication (CCAR). To learn more and view samples of materials—including letters, emails, and other content—click here.								●			

PBS COMMUNICATION (AKA CCAR)													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Communication (Advanced Home Delivery, Brand for Generics, Cash Wrap Network, Contraceptive Education, Diabetes Care Value, Dispense As Written (DAW9), Enabling Better Choices, Exclusive Specialty, Formulary Benefit Optimization, Member Choice Network Design Solutions, Patient Assurance Program, Reject 40 Opportunities, Savings Advisor, Select Specialty, Select Specialty HIV, Smart90 (all design options), Voluntary Home Delivery (90 Day Education, Retail90, Savers & Specialty))	The PBS Communication (CCAR) provides a comprehensive monthly review of a member’s prescriptions, offering recommended actions to help reduce costs and align with the plan’s benefit design. It consolidates content from multiple Express Scripts PBS products to streamline post-adjudication touchpoints and is customized based on your plan design. For plan-preferred experiences, where in-house pharmacies can be recommended, enrolled plan members will see those options reflected in their communications.	●	●		●	●			●	●		

Member Experiences by Solution

PHARMACY SURVEY													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Pharmacy Survey	This survey is to create a feedback system that allows members to be included in providing feedback on the retail and mail pharmacies they are using. Information will be used to provide members, clients and potentially contracting efforts in the future.		●				●		●	●		

PHARMACY TERMINATION													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Pharmacy Termination	Letters sent to members who have recently filled a prescription at a pharmacy that is scheduled to be terminated from the Express Scripts network due to Compliance, Credentialing for Fraud, Waste, and Abuse (FWA) reasons.	●						●	●	●	●	

Member Experiences by Solution

PLAN REQUIRED REGULATED MARKET COMMUNICATIONS – CONT'D														
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business				
										COM/HP	HEALTH INSURANCE	MEDD	MEDICA ID	EGWP
	Formulary Change Notice	Mails monthly to affected members when a negative change will be made or had been made to the formulary during the current plan year. Letter is primary notification sent for negative formulary changes. Secondary notification message appears on the EOB if the member is eligible for EOB.	●									●		
	Immunosuppressant	Letter sent to transplant members of clients who delegate Coverage Review Determination (CRD) to Express Scripts and advises if Medicare Part B and D will be paying for their medications related to transplant. Letter is triggered when a transplant record is received from CMS and can be sent daily.	●						●			●		
	Medicare Prescription Payment Plan (M3P)	Coming Soon!										●		
	Multi-Language Insert (MLI)	This is a CMS standardized communication material with the required disclaimer in the following top fifteen languages used in the United States: Spanish, Chinese, Tagalog, French, Vietnamese, German, Korean, Russian, Arabic, Hindi, Italian, Portuguese, French Creole, Polish, and Japanese. Plans must insert with Medicare vital member communications.	●						●			●		
	Non-Discrimination Notice (NDN)	This is a CMS, HIM, Medicaid required communication providing direction on how to get assistance in fifteen different languages for Notice of Availability (NOA), Multi Language Insert, Taglines and how to file a grievance if member feels discriminated against.	●									●		

Member Experiences by Solution

PLAN REQUIRED REGULATED MARKET COMMUNICATIONS – CONT'D														
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business				
										COM/HP	HEALTH INSURANCE	MEDD	MEDICA ID	EGWP
	Retraction Letters	Letter sent to transplant members of clients who delegate Coverage Review Determination (CRD) to Express Scripts and advises if Medicare Part B and D will be paying for their medications related to transplant. Letter is triggered when a transplant record is received from CMS and can be sent daily.	●						●			●	●	
	Pharmacy Termination	Letter sent to transplant members of clients who delegate Coverage Review Determination (CRD) to Express Scripts and advises if Medicare Part B and D will be paying for their medications related to transplant. Letter is triggered when a transplant record is received from CMS and can be sent daily.	●						●	●		●	●	
	Precluded Provider - Member Communication - Prescriber Communication	Letter mails monthly to inform affected members the plan cannot cover medications because the prescriber has been placed on the CMS Preclusion list. Copy of the member letter sent to prescriber for each member impacted by their precluded status.	●									●		

Member Experiences by Solution

PLAN REQUIRED REGULATED MARKET COMMUNICATIONS – CONT'D														
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business				
										COM/HP	HEALTH INSURANCE	MEDD	MEDICA ID	EGWP
	Transition Supply - Member Communication - Prescriber Communication - Automated Outbound Messaging (AOM) - MAPD Durable Medical Equipment (DME) Member Letter - MAPD Durable Medical Equipment (DME) Prescriber Letter - Transition MA Part B and Durable Medical Equipment (DME) Letter - Transition MA Part B and Durable Medical Equipment (DME) Prescriber Letter	- Member letter mails daily within three business days of the claim adjudication. Sent when an adjudicated claim is identified as a transition fill for new and current members. - Prescriber letter sent within 3-5 business days of the member’s transition letter. Provides the prescriber with reason for member’s transition supply. - Prescriber letters are sent via one of two channels: - Secure fax is the primary channel for prescriber communications. - Letters are mailed when the prescriber does not have a secure fax or the fax transmission fails. - AOM is optional. This is a follow up message to inform members a transition supply letter was sent and to call customer service if they have any questions.	●									●		
	Vaccine Administration - Member Communication - Automated Outbound Messaging (AOM)	Monthly communication to members that did not submit a claim for the Vaccine Administrative Fee. AOM is optional. If the member is not reached after three AOM attempts, a letter and claim form will be mailed to the member.	●									●		

Member Experiences by Solution

PRECISION SPECIALTY													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Communication	This announcement campaign is used to update members about their new plan design. <i>This will be added to Benefit Education as a future enhancement. Click here to learn more about Benefit Education.</i>	●				●			●			

PRE-DOCTOR VISIT													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Pre-Doctor Visit Communication	This campaign provides information and tools for members to use with their doctor, helping them have the most effective conversation during their physician visit.		●				●		●	●		

PREFERRED PHARMACY NETWORK													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Announcement Communication	This campaign is used to notify members of an upcoming change to their plan-preferred pharmacies.	●	●			●			●			

Member Experiences by Solution

PREVENTIVE ITEMS AND SERVICES													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Flyer - ACA Contraceptives - ACA Smoking Cessation - ACA Vaccines	These flyers are for client use in communicating to members the general topic of \$0 member cost-share for contraceptive, smoking cessation and vaccine/immunization coverage in accordance with the ACA regulations.				●				●			
	Member Facing Drug Lists	These are member facing drug lists for drugs on the \$0 copay list for each ESI Standard Preventive Items and Services offering.				●				●			

PRICE ASSURE													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Communication	This is part of Benefit Education Communication (BEC). Click here to see a sample of Price Assure member communication and to learn more about BEC.											
	Member Flyer	This flyer contains information on the expanded medications discounts available within your benefits.				●				●			

Member Experiences by Solution

PRIOR AUTHORIZATION

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Initiation Communication	This campaign notifies members that their medication is undergoing a prior authorization review to confirm it is safe, effective, and covered by their plan. Members are provided with guidance on how to track the status of their review on the member web or app for timely updates.		●			●	●		●	●		
	Expiration Experience	This campaign is designed to keep members informed about when their prior authorization is set to expire, providing clear updates through both web and app communications for a transparent experience.	●	●			●	●		●	●		
	Prior Authorization Overview Flyer	This flyer helps members understand what a prior authorization (coverage review) is, what to expect, and how to stay informed every step of the way. It highlights available resources and communications that provide updates on request progress and decisions.				●	●	●		●	●		

RATIONALMED

★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Communication	This campaign is sent to members to let them know about a health and safety consideration identified during a claims review, to discuss with the member's prescriber.	●				●			●	●		
	Provider Communication	This communication provides prescribing physicians with patient-specific safety and health considerations, including prescription and medical claim details, to support informed therapy decisions.	●				●			●	●		

Member Experiences by Solution

RETAIL TO MAIL PROGRAM													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Communication (Defector Communication (Retention))	This campaign is sent to members who have filled a prescription at retail when previously they filled at Express Scripts Pharmacy.		●						●			

RETROSPECTIVE DRUG UTILIZATION REVIEW (RDUR)													
★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Communication	This letter is sent to members to let them know about a health and safety consideration identified during a claims review, to discuss with the member’s prescriber.	●							●			
	Provider Communication	This letter is sent to the prescribing physicians to let them know about a health and safety consideration identified during a claims review, to initiate changes that help improve patient safety.	●							●			

Member Experiences by Solution

SAFEGUARDRX														
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business				
										COM/ HP	MEDD	MEDI CAID	EGWP	
	Prior Authorization Pre-Note	This campaign is sent to existing members who have a claim that will be impacted by an upcoming plan change	●							●				
	Standard Pre-Note		●							●				
	Protection	This campaign is sent to members who have filled a prescription at retail when previously they filled at Express Scripts Pharmacy.												
	• Market Events Protection Program		●							●				
	Traditional Therapy	This campaign offers essential information to members enrolled in the SafeGuardRx Care Value program.												
	• Cardiovascular Care Value (CCV)		●	●						●				
	• Diabetes Care Value (DCV)	Diabetes Care Value is part of PBS Communication (CCAR). To learn more and view samples of materials—including letters, emails, and other content—click here .	●							●	●			
	• Neurological Care Value (NCV)		●							●				
	• Weight Management Care Value (WMCV)		●			●				●				
	Specialty Therapy	This campaign offers essential information to members enrolled in the SafeGuardRx Care Value programs. The Specialty SafeGuardRx programs uses the Exclusive Specialty communication model. Click here to view samples of Exclusive Specialty communications.												
	• Inflammatory and Atopic Conditions Care Value (IACCV) • Oncology Care Value (OCV) • Multiple Sclerosis Care Value (MSCV) • Rare Conditions Care Value (RCCV)									●				

Member Experiences by Solution

SAVINGS ADVISOR

★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Savings Advisor Toolkit	This toolkit promotes digital engagement through the member website and mobile app, which is pivotal to increasing medication adherence. By creating an online account, members enable Express Scripts to communicate with them directly—text messaging alone has been shown to nearly double adherence among those who opt in. This is a combined digital engagement toolkit, bringing together all resources related to the website, mobile app, and communication tools like text and email, making it a one-stop resource for driving digital adoption. This solution is part of PBS Communication (CCAR). To learn more and view samples of materials—including letters, emails, and other content—click here.				●				●			
	Express Scripts Digital Adoption Toolkit (Web & Mobile) - Member Portal User Guide - Mobile App User Guide	Click here to access the Digital Adoption toolkit and user guides.											

SCREENRX

★	Item	Description	Letter	Email	Text	Other	HD or Accredited Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/HP	MEDD	MEDI CAID	EGWP
	Member Communication	This campaign is used to update members about their new plan design and reminds members of the importance of refilling a medication taken regularly, to prevent missing a dose.	●	●						●	●		

*Some materials available in Spanish

Member Experiences by Solution

SMART90													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Active Choice (Member Announcement Communication)	This announcement campaign is used to update members about their new plan design. This solution is part of PBS Communication (CCAR). To learn more and view samples of materials—including letters, emails, and other content—click here .	●	●		●				●			
	Exclusive and Incentive Choice												
	• Household Announcement Communication		●			●			●	●			
	• Member Announcement Communication		●	●		●			●	●			
	Voluntary (Member Announcement Communication)		●			●			●	●			

SMART MEDICAID													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Announcement Communication	This announcement campaign is used to update members about their new plan design.	●									●	

Member Experiences by Solution

SUPPLEMENTAL DISCOUNT PROGRAM													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Communication	This ad hoc communication helps enrolled members better understand their options, access available savings, and stay engaged in their treatment journey.	●							●			

TRANSITION SUPPLY FOR MEDICAID													
★	Item	Description	Letter	Email	Text	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
										COM/ HP	MEDD	MEDI CAID	EGWP
	Member Communication	This campaign is sent when a member has requested a medication, but we only supply a limited supply.	●							●			
	Physician Communication		●							●			

Member Experiences by Solution

WELCOME KIT

★	Item	Description	Letter	Email	Other	HD or Accredo Mentioned	Auto Enrolled	Spanish*	Line of Business			
									COM/ HP	MEDD	MEDI CAID	EGWP
	ID Cards	This campaign includes important information to welcome new members to Express Scripts PBS's available services.	●	●		●			●			
	Express Scripts Digital Adoption Toolkit Web & Mobile - Member Portal User Guide - Mobile App User Guide - Evernorth Express Scripts Pharmacy Benefit Services Who We Are	Click here to access the toolkit, user guides and Who We Are flyer.										

End of solution examples. Continue to explore additional resources next.

Continue Exploring Express Scripts Resources

Access Express Scripts to see how members manage prescriptions and understand their pharmacy benefit, and the Control Center for client tools and insights.

GO TO EXPRESS SCRIPTS

VISIT THE CONTROL CENTER