

# Member Portal User Guide

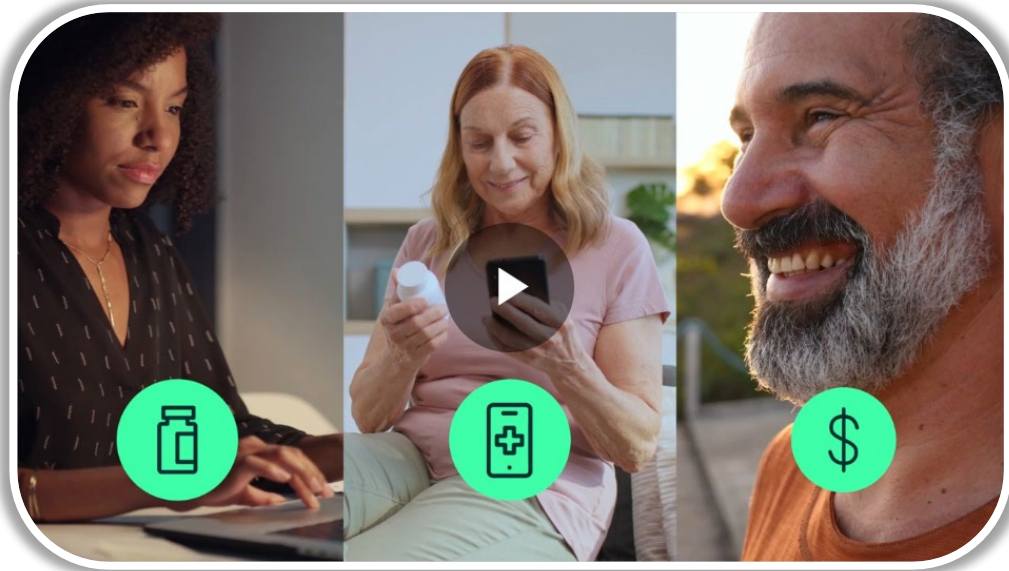
This digital account user guide will help you get the most out of your prescription benefit, by helping you navigate and understand how to register, log in to and use [express-scripts.com](https://www.express-scripts.com).

**What's included in this user guide? Simple answer: a lot!** Get started by checking out a quick video about Express Scripts and a few of our flyers, which highlight a variety of digital account features like 24/7 access to your prescription ID card and proactive, personalized money savings recommendations you can take advantage of at all hours of the day or night!

Then scroll down to our Table of Contents (or [click here](#) to jump to that section) to see a full list of the digital account features available to you on [express-scripts.com](https://www.express-scripts.com) and how to use those features. Need a user guide for our mobile app? Click [here](#).

---

## START HERE: Who We Are Video



At Express Scripts, we are your trusted personal advocate, working to help support your well-being, simplify your prescription benefit experience, and help you get the most out of your benefit, so you can stress less, and save more.

Want to learn more? [This explains](#) who we are as Express Scripts, Evernorth's pharmacy benefit services business.

# Express Scripts® Pharmacy Benefit Services

## Register With Express Scripts

Express Scripts  
By EVERNORTH

Go digital

For fast, simple and secure access to your prescription benefits

**Resources right within reach**

All Express Scripts by Evernorth® we help you get the right medication for the lowest possible price. Get anywhere, anytime access to your pharmacy benefits with an online account. Create your account today by registering online – in just 5 clicks and 2 minutes – or through our mobile app. Then use both to manage your medications 24/7.

**Express Scripts' brand evolution**


We are rebranding our services to more closely link to Evernorth Health Services® – a health services organization designed to make the system and people better. Express Scripts is Evernorth's pharmacy benefit service and will continue to help you stress less and save more on your prescription medications.

**New look, same trusted service**

The brand changes update our look and feel, including our logo and colors. While our branding is evolving, our commitment to serving you never wavers. These changes will not impact the exceptional care or service that you receive now or in the future. We will continue to deliver access to the very best care at the very best value to those we serve.

**Ready to create your online account with Express Scripts?**

Visit [express-scripts.com](https://express-scripts.com) or scan the QR code to learn more about pharmacy benefits you can depend on, for everyone who depends on you.



Express Scripts  
By EVERNORTH

Create your online account, empowering you to easily manage your prescriptions anytime, anywhere

## Review Important Pharmacy & Medication Information

Rx and claims history

Right within reach.

Review important pharmacy info all together in one place. Check the price of a medication before and during a doctor's visit. It's all possible with an online account at [express-scripts.com](https://express-scripts.com).

Access it anytime, anywhere along with other pharmacy benefits.

Express Scripts  
By EVERNORTH

By creating your online account, you can easily keep track of your prescriptions and claims history

## Keep Your Pharmacy Benefits Right Within Reach

Right within reach.

Get anywhere, anytime access to your pharmacy benefits with an online account at [express-scripts.com](https://express-scripts.com).

- Can't-lose-it digital ID card**  
Keep it on you 24/7. Download it to your phone, print a copy or do both.
- Money-saving recommendations**  
Don't pay more than necessary. Get the right medication, supply and pharmacy.
- Rx and claims history**  
Review past interactions. Check status of a medication.
- Coverage review updates**  
Check status of a medication in the process.


**Fast, simple and only three steps.**

- 1 Click the Register button at the top of the page.
- 2 Answer a few simple questions.
- 3 Click one last time to create your account.

**Need more help?**  
Ask your IR representative for a detailed user guide.

Create yours today with Express Scripts by Evernorth®, your AM/PM PBM.

Visit [express-scripts.com](https://express-scripts.com) or scan the QR code.



Express Scripts  
By EVERNORTH

What you have access to when you register and log in, right at your fingertips

## Check Your Coverage Review Status

Coverage review updates

Right within reach.

Does a medication need to be reviewed before you receive it? Check its status with an online account at [express-scripts.com](https://express-scripts.com).

Access updates anytime, anywhere along with other pharmacy benefits.

Express Scripts  
By EVERNORTH

If your medication needs a coverage review before you receive it, you can track it by creating an online account

# Express Scripts® Pharmacy Benefit Services

## Get Your Prescription Delivered to Your Door

**+ Your medications, delivered right to you.**

Why make a trip to the pharmacy when you could just go to the mailbox?  
Since 1987, we've delivered 3-month supplies of long-term maintenance medications right to patients' homes quickly, safely and accurately. And with automatic refills, you won't have to worry about running out of medication.<sup>1</sup>  
We're here for you. Whatever you need. Whenever you need it.

Specialty trained pharmacists available 24/7 to answer questions | Standard shipping included at no cost to you<sup>2</sup> | Convenient app to easily track orders, refill prescriptions and more

Three easy ways to switch to Express Scripts Pharmacy by Evernorth<sup>3</sup>

- + Fastest way: Ask your doctor to send your prescription electronically
- + Log in or register at [express-scripts.com/rx](https://express-scripts.com/rx) or download the Express Scripts<sup>®</sup> mobile app
- + Call the number on the back of your prescription ID card

Conveniently get your prescriptions delivered directly to your door, saving you time and ensuring you never miss a dose (for members with home delivery included in their benefit)

## Can't-Lose-It Digital ID Card

**Can't-lose-it digital ID card**  
Right within reach.

Keep your ID card on you 24/7 with an online account at [express-scripts.com](https://express-scripts.com). Download it to your phone, print a copy or do both.  
Access it anytime, anywhere along with other pharmacy benefits.

Express Scripts by EVERNORTH

Keep your digital ID card right within reach by creating your online account and downloading it to your mobile device

## Get Anywhere, Anytime Access to Your Pharmacy Benefits

**Right within reach.**

Get anywhere, anytime access to your pharmacy benefits with an online account at [express-scripts.com](https://express-scripts.com). Log in and check money-saving recommendations as soon as your doctor prescribes your medication.

Express Scripts by EVERNORTH

Keep all your pharmacy benefits in the palm of your hand by creating your online account

## Money-saving Recommendations

**Money-saving recommendations**  
Right within reach.

Don't pay more than you need to for your medication with an online account at [express-scripts.com](https://express-scripts.com). Get the right medication, supply and pharmacy for you.  
Access money-saving recommendations anytime, anywhere along with other pharmacy benefits.

Express Scripts by EVERNORTH

By creating your online account, we can help you get the right medication from recommended pharmacies in your plan for the lowest possible price

# Express Scripts® Pharmacy Benefit Services

Create Your Account. Stress Less. Save More.

Helping You Save More. Just Like That.



**Express Scripts**  
by EVERNORTH

Keep your pharmacy benefits right within reach

As the leader in pharmacy benefit services, we're dedicated to helping you get the right medication for you, for the lowest possible price. With a refreshed brand identity, Express Scripts by Evernorth® remains committed to delivering exceptional pharmacy care so you can stress less and save more. Visit [express-scripts.com](http://express-scripts.com) to learn more about how we provide pharmacy benefits you can depend on.

**Step 1—Create Your Account Now**

Activate your powerful personal account in just 3 clicks and 2 minutes! Visit [express-scripts.com](http://express-scripts.com) and click the Register button at the top of the page to get started. Or simply scan the QR code below.

An online account provides you with:

- Can't-loose-it 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. Don't pay more than you have to. Use our free dashboard to get the right medication, supply and plan-preferred, in-network pharmacy for you.
- Rx and claims history. Review your past interactions 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.
- Easy management of your home delivery prescriptions. Enroll in home delivery from Express Scripts Pharmacy, check medication order status, refill and renew prescriptions and enroll in automatic refills.
- Helpful tools to provide the right care, at the right time and the right price.
  - \* Reminders to take your medication and sign up for text so you never miss an opportunity to save.

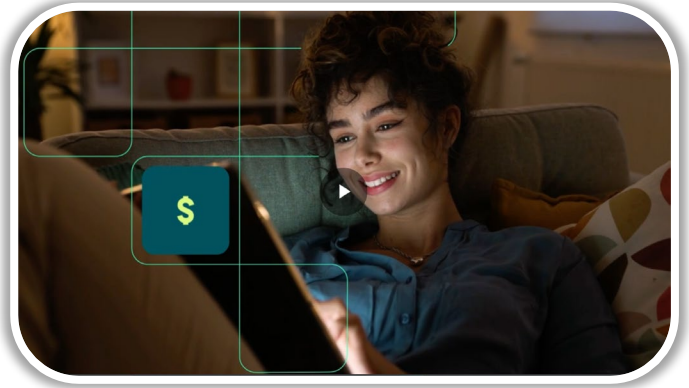
**Step 2—Stress Less**

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 by Evernorth® 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

Create your digital account today to get all this information in one place! For coverage concerns or health conditions, call the Member Services number on your digital ID card.



Set up your online account and take control of your pharmacy benefits. With a quick scan of the QR code or visit to our website, you'll unlock convenient tools to make your pharmacy experience easier and more affordable.

Save on medications with our digital tools, personalized options, and constant support. With just a few simple steps, you can make decisions to lower your costs and make managing your medications effortless – just like that!

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### GET THE MOST OUT OF THIS GUIDE

We know health care can be overwhelming.

As Evernorth's pharmacy benefit services business, Express Scripts helps you stress less and save more. We take care of you, so you can focus on what really matters. Your family, friends and colleagues count on you to be there for them, and that's why Express Scripts is here for you.

Have your pharmacy benefits right within reach.

Access important pharmacy benefits information anywhere, anytime with an online account at [express-scripts.com](https://express-scripts.com).

- Can't-lose-it digital ID card. Keep your ID card on you 24/7 with an online account at [express-scripts.com](https://express-scripts.com). Download it to your phone, print a copy or do both.
- Money-saving recommendations. Don't pay more than you need to for your medication. Log in and check money-saving recommendations as soon as your doctor prescribes your medication, so you can get the right medication, supply and pharmacy for you.
- Prescription and claims history. Review important pharmacy info all together in one place. Check the price of a medication before and during a doctor's visit. It's all possible with an online account at [express-scripts.com](https://express-scripts.com).
- Coverage review updates. Does a medication need to be reviewed before you receive it? Check its status with an online account at [express-scripts.com](https://express-scripts.com).

We are committed to meeting the needs of all members using our digital tools and resources, including those with accessibility needs such as, but not limited to, vision, hearing, cognitive or physical disabilities. Please learn more about how Express Scripts is a champion for accessibility at [express-scripts.com/accessibility](https://express-scripts.com/accessibility).

While this guide is an expansive look into the website, we recommend registering or logging in to explore your own pharmacy benefits. Some features may vary based on your benefit.

Create your online account today. Visit [express-scripts.com](https://express-scripts.com) or scan the QR code below. To view the website in Spanish, toggle to the Spanish option located in the upper-right corner of the page.



Note: The website is subject to change at any time. Not all features listed in this guide are available for all plans; check [express-scripts.com](https://express-scripts.com) for your prescription plan when your coverage begins. For specific questions about your coverage, please click the Contact Us link on the dashboard after logging in to the website.

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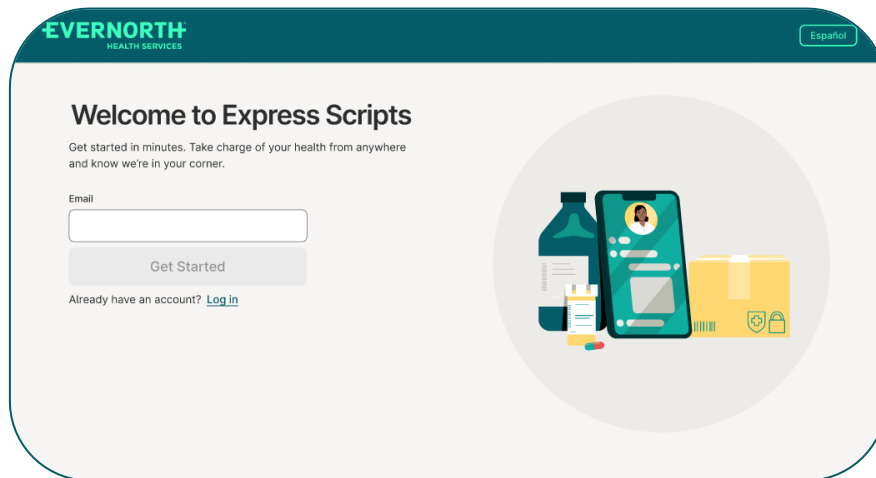
LAST UPDATED: 01/01/26

*This guide is meant to represent most benefits and may appear different depending on your plan design. There are some features shown that may not apply to your specific benefit.*

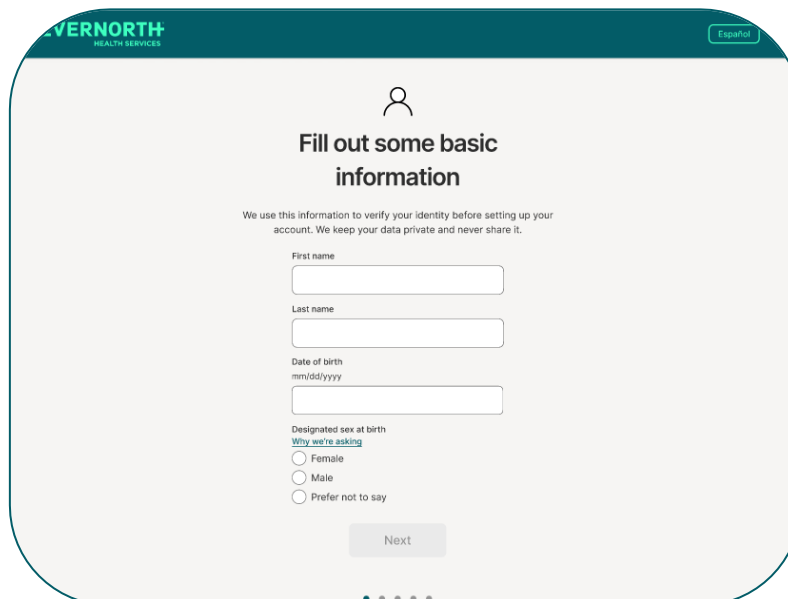
## HOW TO REGISTER

After visiting [express-scripts.com](https://express-scripts.com) or scanning the QR code above, you can register your account in just a few easy steps.

- Click **Register** in the top right-hand corner or Register Now at the bottom of the home page
- Input your email address and click Get Started
- Submit your first and last name and date of birth, then click Next
- Then, confirm your address and set up text messages if you wish
- Choose and confirm your password according to the minimum password requirements
- Finally, connect your prescription benefit by inputting your member ID, Social Security number or prescription number



The screenshot shows the top of the Express Scripts website. The header includes the logo 'EVERNORTH HEALTH SERVICES' and a language selector 'Español'. The main heading is 'Welcome to Express Scripts'. Below the heading is a sub-heading: 'Get started in minutes. Take charge of your health from anywhere and know we're in your corner.' There is an 'Email' input field, a 'Get Started' button, and a link for 'Already have an account? Log in'. To the right is an illustration of a smartphone displaying a profile, a medicine bottle, and a shipping box.



The screenshot shows the 'Fill out some basic information' screen. It features a person icon at the top. The heading is 'Fill out some basic information'. Below the heading is a sub-heading: 'We use this information to verify your identity before setting up your account. We keep your data private and never share it.' There are four input fields: 'First name', 'Last name', 'Date of birth' (with a hint 'mm/dd/yyyy'), and 'Designated sex at birth'. Below the last field are three radio button options: 'Female', 'Male', and 'Prefer not to say'. A 'Next' button is at the bottom. At the very bottom, there are five dots, with the first one filled, indicating the current step in a multi-step process.

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# Express Scripts® Pharmacy Benefit Services

EVERNORTH  
HEALTH SERVICES

Español



## Confirm your address

Enter the same street address you use for your pharmacy benefit plan.

Street address

City

State


ZIP code

Next

• • • •

EVERNORTH  
HEALTH SERVICES

Español



## Set up text messages

If you provide your mobile phone number, you'll get texts for order updates, plan information, and two-step verification when you log in.

After you log in, you can change your text preferences anytime by going to **Account**.

Mobile number (optional)  
\*Message frequency varies, and messaging data rates may apply.

Next

• • • •

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# Express Scripts® Pharmacy Benefit Services

The screenshot shows the 'Create your password' page for Express Scripts. At the top left is the 'EVERNORTH HEALTH SERVICES' logo, and at the top right is a 'Español' button. The main heading is 'Create your password' with a lock icon above it. Below the heading, it states: 'You will use [email address] as your username when you log in.' There are two input fields: 'Password' and 'Confirm password', both containing asterisks. Below the fields are links for 'Terms of Use' and 'Privacy Policy'. A checkbox is checked with the text 'I have read and accept the Terms of Use and Privacy Policy'. A blue 'Next' button is centered below the checkbox. At the bottom, there are five dots, with the fourth dot filled, indicating the current step in the process. Below the dots, there is a paragraph of text: 'By creating an account, you agree to the Express Scripts Terms of Use and Privacy Policy and to receive emails about Express Scripts Pharmacy offers, new products, health information, and more. If you have an eligible benefits plan, your Benefit Plan Changes & Claim Notifications, Explanation of Benefits, Annual Notice of Change, and Coverage Review documents will be delivered electronically. You can make changes to how you receive these documents after you create your account. View descriptions of documents.'

The screenshot shows the 'Verify your account' page for Express Scripts. At the top left is the 'EVERNORTH HEALTH SERVICES' logo, and at the top right is a 'Español' button. The main heading is 'Verify your account' with an ID card icon above it. Below the heading, it states: 'We can find you in our records with just a little bit more information. Then you'll have access to everything your account has to offer.' There is a text input field with the placeholder 'Enter the last 4 digits of your Social Security number' and a 'Next' button to its right. Below the input field is a link that says 'Show me other options'. At the bottom, there are five dots, with the fourth dot filled, indicating the current step in the process.

Note: You can use a prescription number or Social Security number (SSN) in lieu of your member ID while registering. If you do not have your member ID, using the alternative methods, by selecting “Show me other options,” will still allow your account to be linked to your prescription benefits.

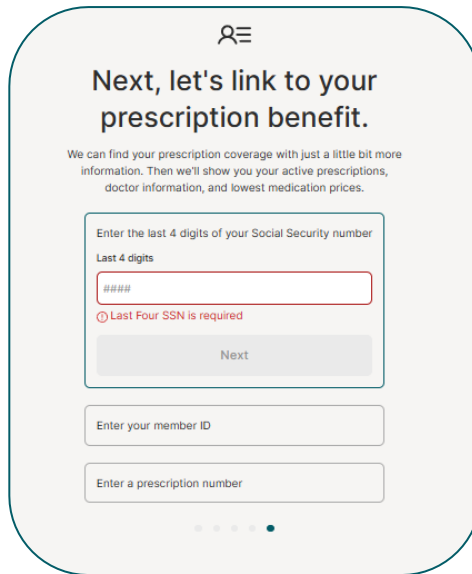
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# Express Scripts® Pharmacy Benefit Services



☰

## Next, let's link to your prescription benefit.

We can find your prescription coverage with just a little bit more information. Then we'll show you your active prescriptions, doctor information, and lowest medication prices.

Enter the last 4 digits of your Social Security number

Last 4 digits

ⓘ Last Four SSN is required

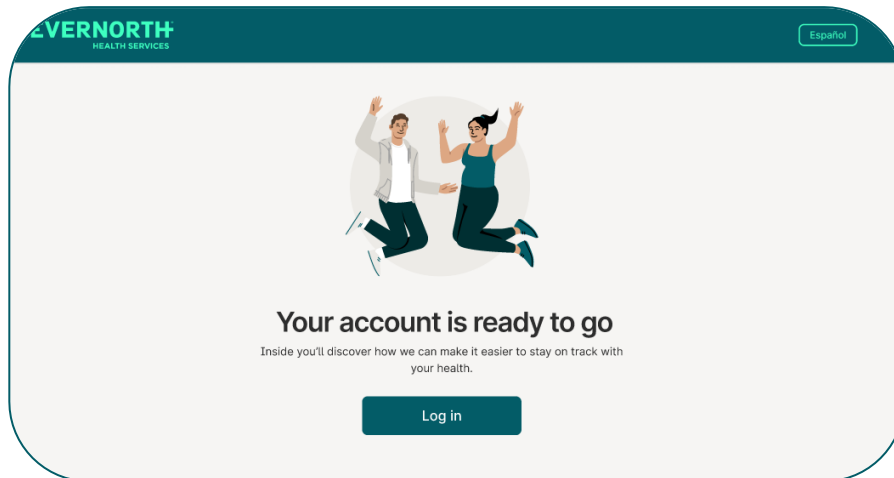
Next

Enter your member ID

Enter a prescription number

• • • • •

Once you've input and verified your information, your account is ready to go! Even if you don't have a current medication, feel free to explore your account to be prepared for when you may have a medication prescribed.



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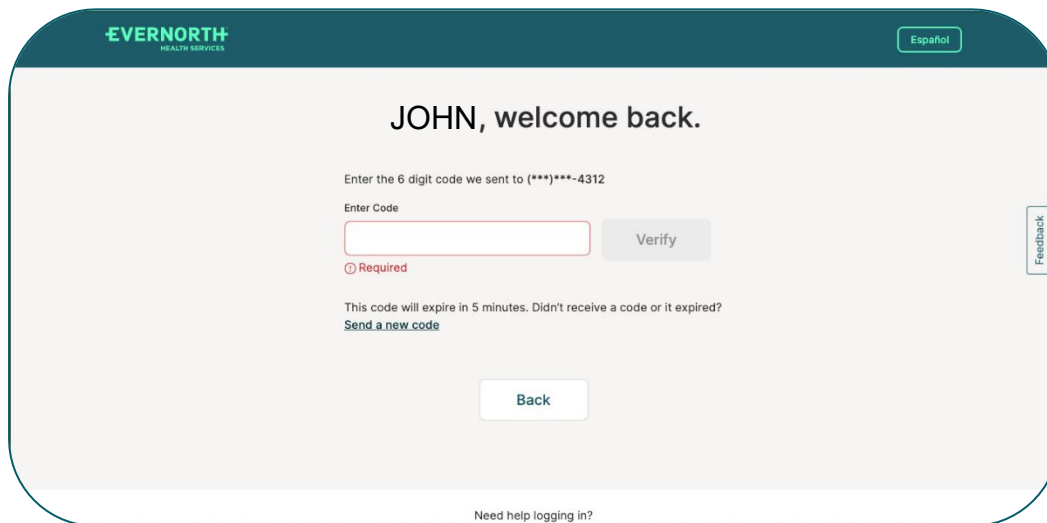
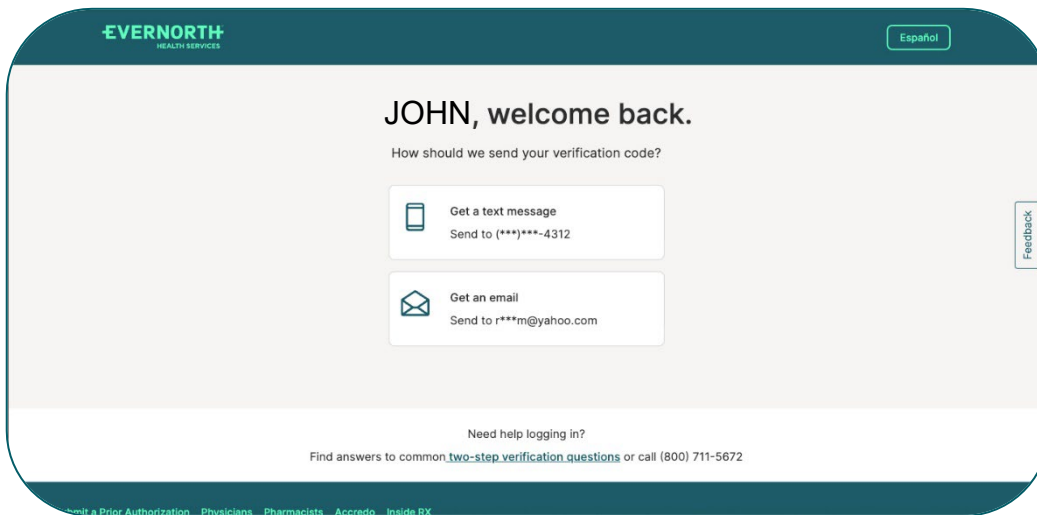
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## LOG IN WITH TWO-STEP VERIFICATION

For extra security and extra peace of mind:

- After registering, you'll be prompted to set up multi-factor authentication.
- Choose how you want to receive your verification code – text or email.
- Enter the code you receive to verify your identity.
- You're all set – your account is now even more secure!



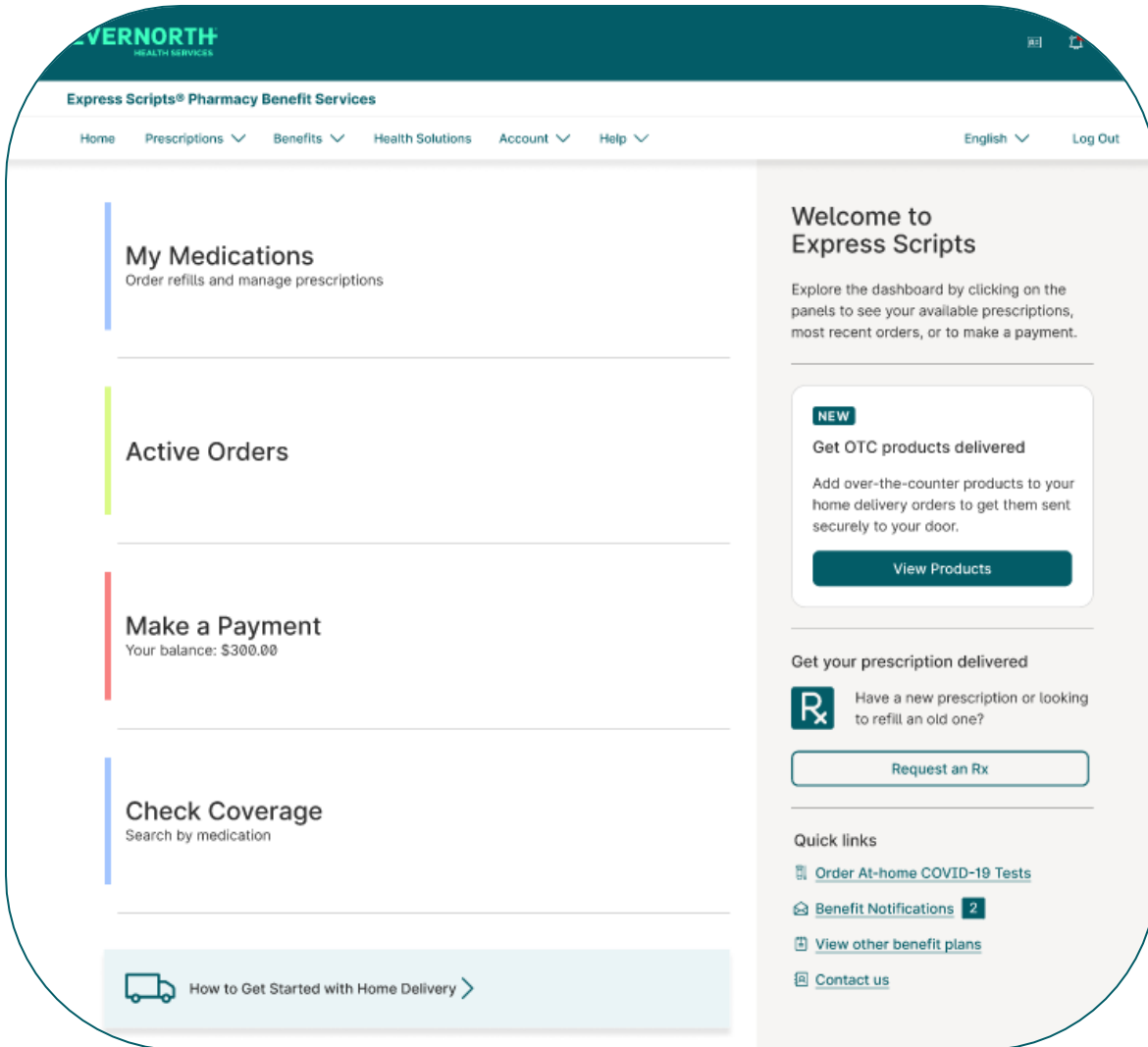
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## MEMBER DASHBOARD

After logging in, the first page you see in the Member Portal is the Home page, also called the Member Dashboard. The Home page contains quick links to the features you will use most – including My Medications, Active Orders, Make a Payment and more. To return to the Dashboard at any time, click **Home** in the top left corner.



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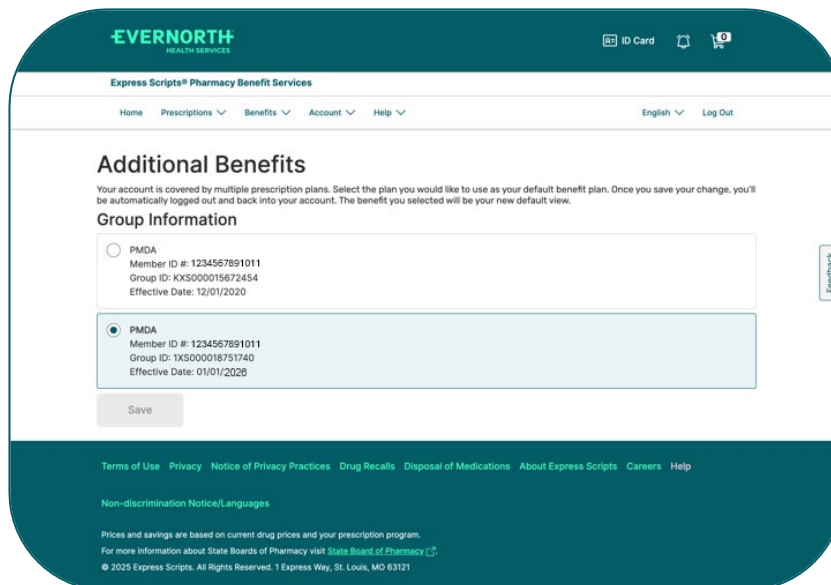
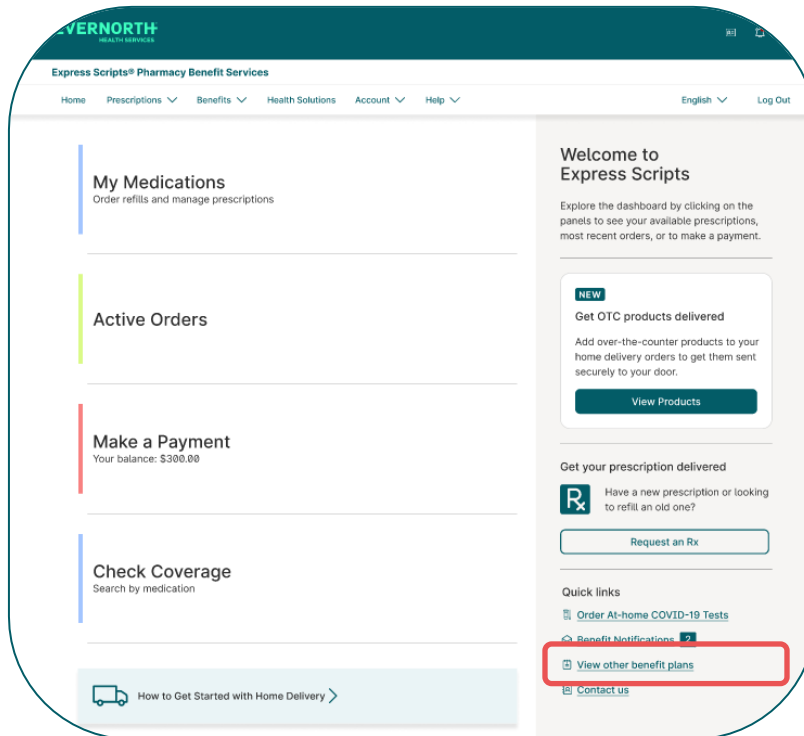
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# Express Scripts® Pharmacy Benefit Services

## VIEW OTHER BENEFIT PLANS

If you're enrolled in more than one plan, you can click **View other benefit plans** in the bottom right corner.

- Review the list to see which benefit plan you're currently enrolled in and explore any other plans that may be available to you.
- The plan with active coverage is automatically chosen.



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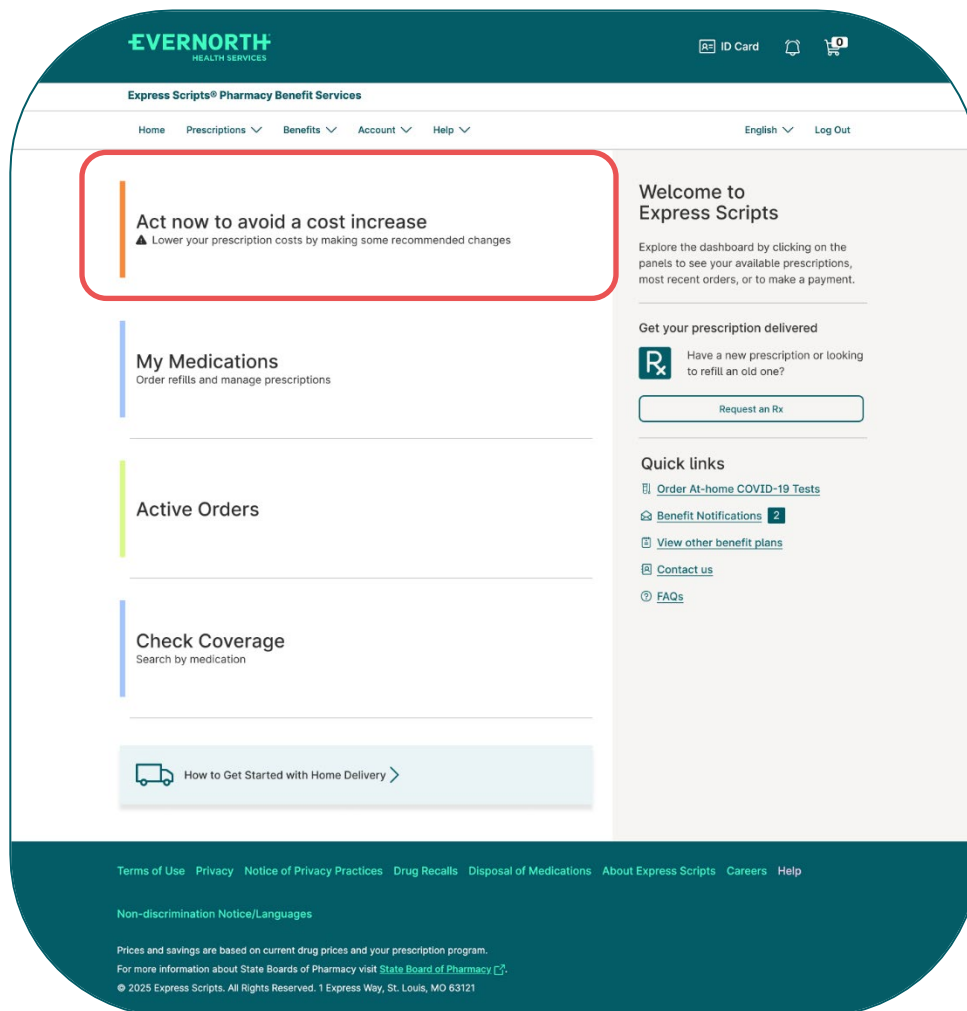
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## MEMBER DASHBOARD: AVOID A COST INCREASE

Looking for ways to save on your prescriptions? We've got you covered! Our goal is to make sure you get the right medication, in the right amount, from a pharmacy that works best with your plan, without paying more than you need to. Take a peek at the **Act now to avoid a cost increase** widget to see your personalized savings tips. Depending on the medications you take, you might be able to:

- Choose a pharmacy that costs less
- Switch to a lower-cost generic
- Stock up with a 3-month supply instead of a 1-month supply

Note: Clicking on any "What does this mean?" links on landing pages will open a pop-up window with helpful tips and information.



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# Express Scripts® Pharmacy Benefit Services


Express Scripts® Pharmacy Benefit Services

Home Prescriptions Benefits Health Solutions Account Help English Log Out

Prescription 1 of 3 Skip for now >

## Avoid a cost increase for your prescription

We recommend making these changes to help reduce your costs.



**Celexa 20 mg tablet**  
30-day supply from Walgreens  
Chris Bell (1983)  
Dr.Grayson Smith  
(512) 123-4567

**1 courtesy fill left**

Future price if no changes made  
**\$30.00**  
30-day supply

### Recommended changes

What does this mean?

- Switch to citalopram hydrobromide (Generic for: Celexa)
- Switch to 90-day supply

Future price with changes  
**\$30.00**  
90-day supply  
(\$10.00/30-day supply)

[Make recommended changes](#) [View other filling options](#)


Express Scripts® Pharmacy Benefit Services

Home Prescriptions Benefits Health Solutions Account Help English Log Out

Prescription 2 of 3 Skip for now >

## Avoid a cost increase for your prescription

We recommend making these changes to help reduce your costs.



**Ozempic 1/75 (3) ml pen injector**  
30-day supply from Walgreens  
Chris Bell (1983)  
Dr.Grayson Smith  
(512) 123-4567

**1 courtesy fill left**

Future price if no changes made  
**\$30.00**  
30-day supply

### Recommended changes

What does this mean?

- Switch to 90-day supply
- Switch to Evernorth Enguide Pharmacy/CHD

Future price with changes  
**\$30.00**  
90-day supply  
(\$11.66/30-day supply)

[Make recommended changes](#)

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# Express Scripts® Pharmacy Benefit Services

Express Scripts® Pharmacy Benefit Services

Home Prescriptions Benefits Health Solutions Account Help English Log Out

Prescription 3 of 3 Skip for now >

### Avoid a cost increase for your prescription

We recommend making these changes to help reduce your costs.

**Zocor 20 mg tablet**

30-day supply from Walgreens

Chris Bell (1983)

Dr.Grayson Smith (512) 123-4567

1 courtesy fill left

Future price if no changes made  
**\$30.00**  
30-day supply

#### Recommended changes

What does this mean?

- Switch to simvastatin (generic for: Zocor)
- Switch to 90-day supply
- Switch to an approved pharmacy

Future price with changes  
**\$35.00**  
90-day supply (\$11.66/30-day supply)

Get started

EVERNORTH HEALTH SERVICES

Express Scripts® Pharmacy Benefit Services

Home Prescriptions Benefits Health Solutions Account Help English Log Out

### Recommended changes

**Switch to a generic medication** Edit

simvastatin (generic for: Zocor)

**Fill a larger supply** Edit

90-day supply

**Change your pharmacy** Edit

Express Scripts  
Secure delivery to your door

#### Cost summary

Future price if no changes made	Future price with changes
<b>\$30.00</b>	<b>\$30.00</b>
30-day supply	90-day supply (\$10.00/30-day supply)

Continue

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**EVERNORTH**  
HEALTH SERVICES

Express Scripts® Pharmacy Benefit Services

Home Prescriptions ▾ Benefits ▾ Health Solutions Account ▾ Help ▾ English ▾ Log Out

## Confirm doctor information

Please review your doctor's name and address to make sure they are correct. We'll use this information to confirm your prescription changes with your doctor.

citalopram hydrobromide 20 mg

🔍 Chris Bell (1983)

👤 Dr.Grayson Smith  
(512) 123-4567  
123 Health St, Austin, TX 78701

[Update doctor](#)

---

simvastatin 20 mg tablet

🔍 Chris Bell (1983)

👤 Dr.Grayson Smith  
(512) 123-4567  
123 Health St, Austin, TX 78701

[Update doctor](#)

[Review selections](#)

**EVERNORTH**  
HEALTH SERVICES

Express Scripts® Pharmacy Benefit Services

Home Prescriptions ▾ Benefits ▾ Health Solutions Account ▾ Help ▾ English ▾ Log Out

## Your prescription selections

Review your changes, then download or print this form. Take it with you when you speak with your doctor or go to the pharmacy to pick up your prescription.

**Pick up these prescriptions at the pharmacy**

<p>📍 <b>Pick up at</b></p> <p>Walgreens 835 Park Ave   Bloomfield, CT 06002-2469 (860) 242-5551</p>	<p>citalopram hydrobromide 20 mg (Generic)</p> <p>90-day supply      🔍 Chris Bell (1983)</p> <p>Date of birth: 01/01/1983      👤 Dr.Grayson Smith (512) 123-4567</p>
---	--

### Next steps

1. Save this form for your records. You won't be able to access it again after you leave this page.
2. Bring this form and your insurance card to your pharmacy.
3. Tell your pharmacist that you want to order a 3-month supply of your medication.

[Download](#) 📄

[Go to checkout](#) 🛒

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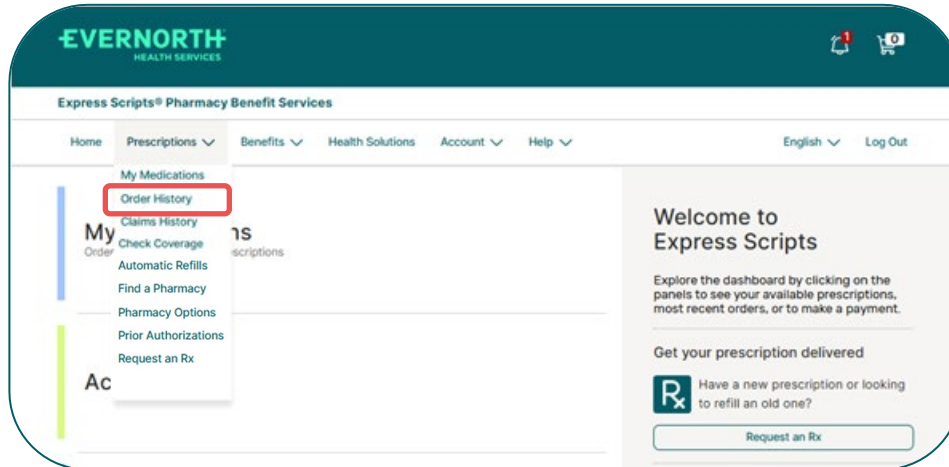
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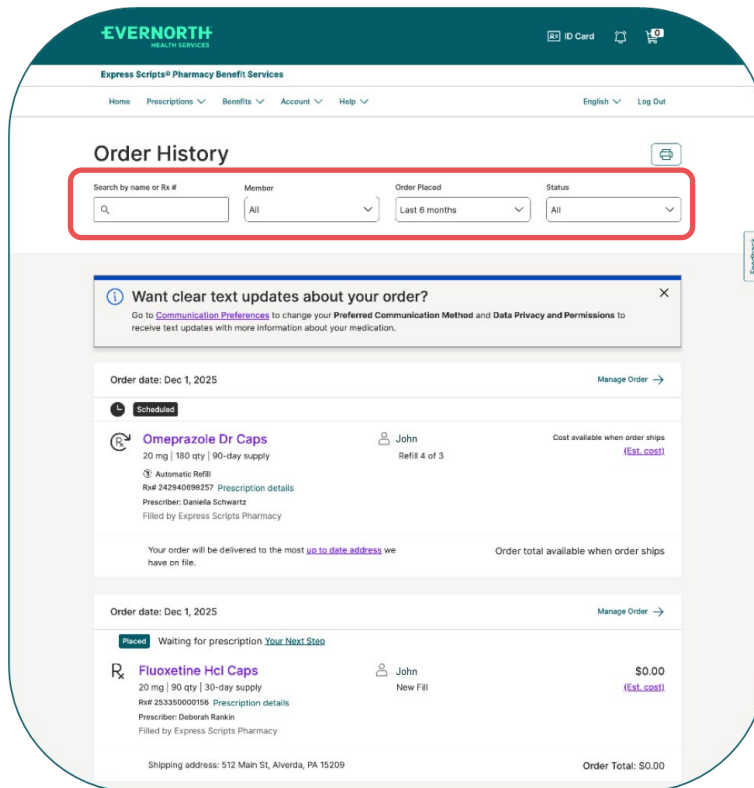
## ORDER HISTORY

The Member Portal makes seeing your past orders easy! To find a searchable list of your full order history, follow these simple steps:

- Click on **Order History** in the drop-down menu under Prescriptions.



If you need help narrowing your search, there are several filters along the top of the Order History page. You can use these filters to help you find the order and status you may be looking for.



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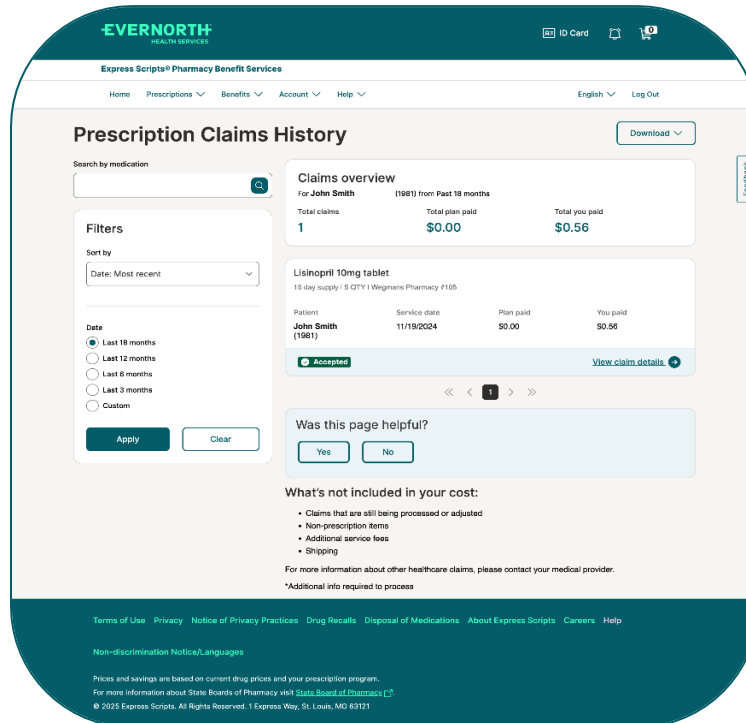
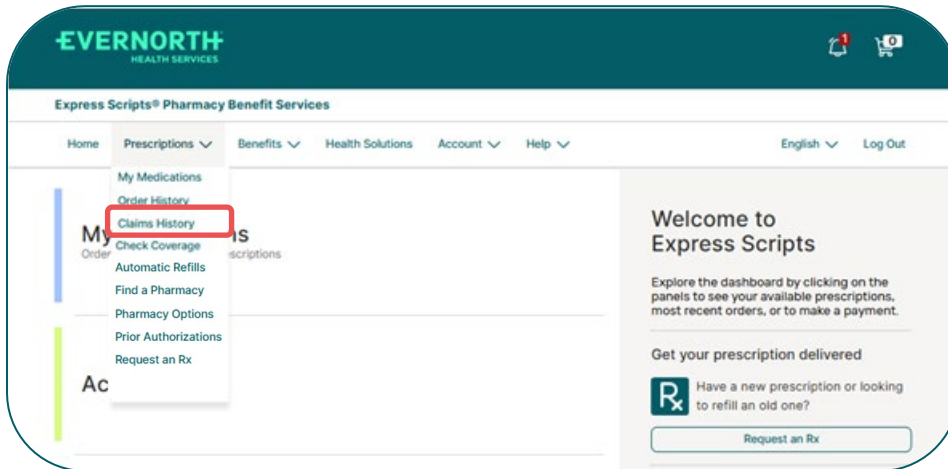
*This guide is meant to represent most benefits and may appear different depending on your plan design. There are some features shown that may not apply to your specific benefit.*

## CLAIMS HISTORY

Our Claims History area can show you a list of all your current and past claim data. It also provides cost information for your prescriptions. You can also download a record of your prescription spending in one convenient spot.

To see a list of your claims history, follow these steps:

- Click on **Claims History** in the drop-down menu under Prescriptions.
- To see more information about your claim or claim status, click on the **View Claim Details** button.



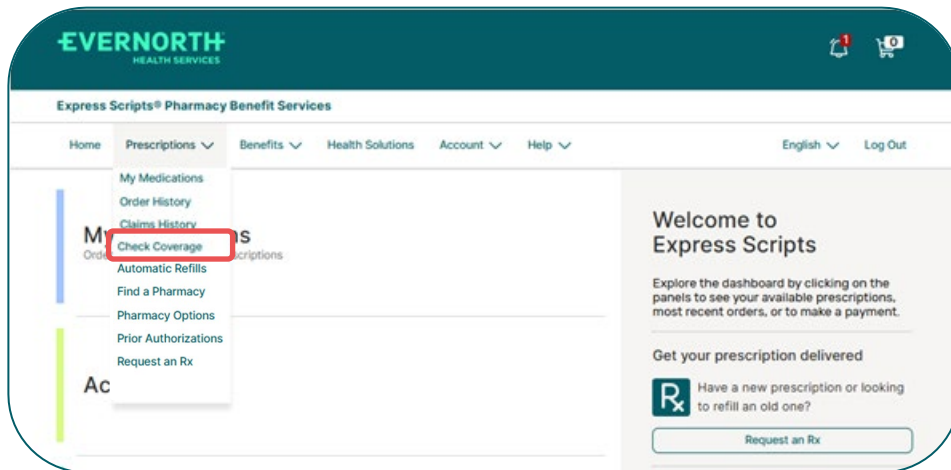
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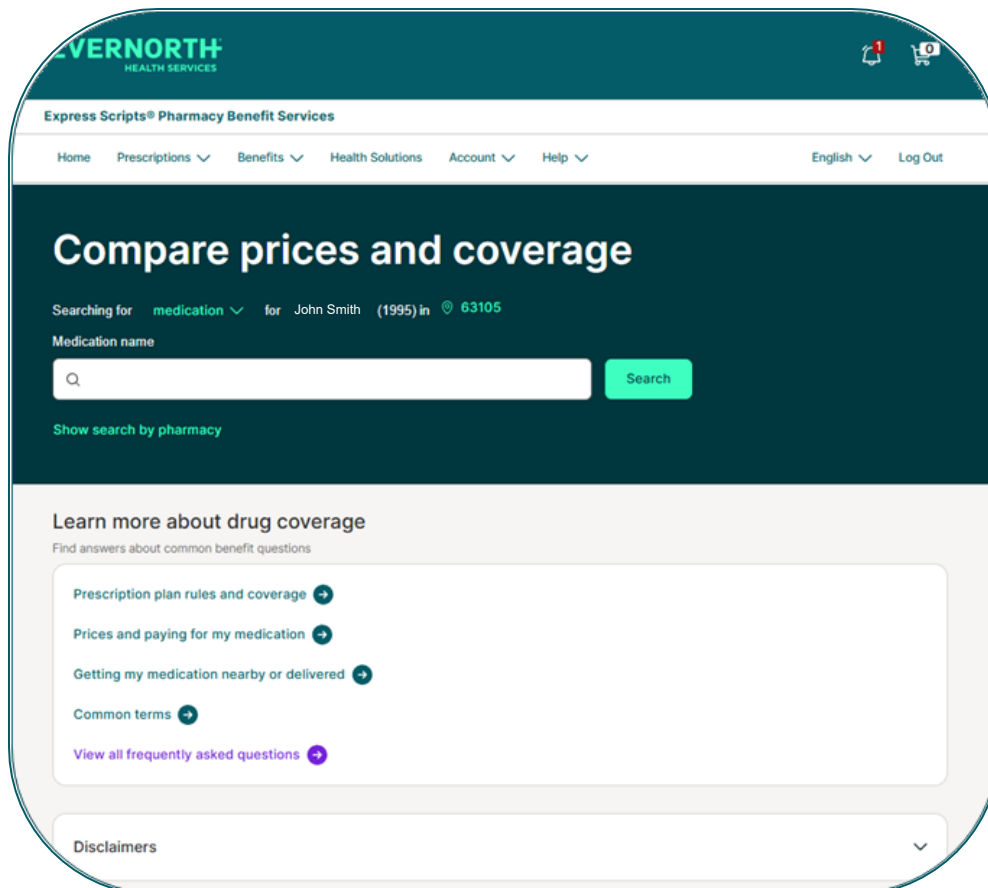
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## CHECK COVERAGE

Easily verify your coverage details for medications to ensure clarity and confidence in your medication and pharmacy decisions by clicking on **Check Coverage** in the Prescriptions drop-down menu.



On the landing page, start typing the name of your desired medication and select the appropriate one based on the predictive search feature.\*



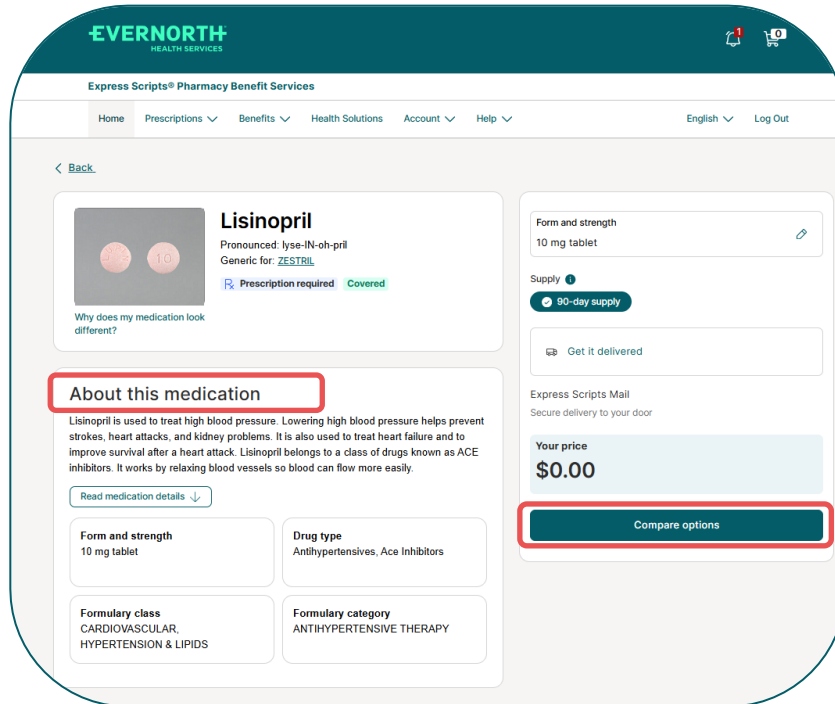
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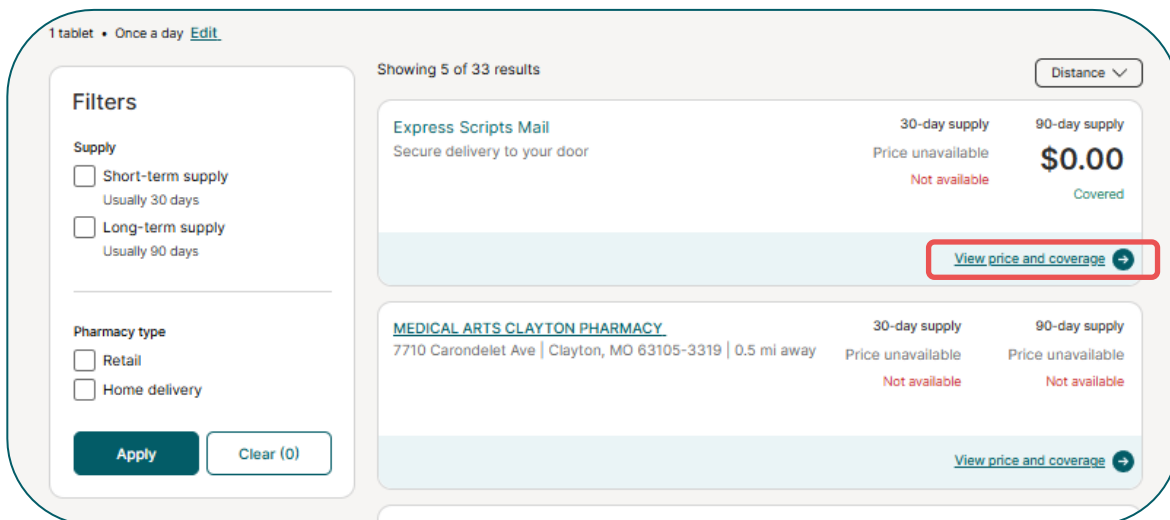
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## CHECK COVERAGE (CONTINUED)

Choose different medication forms, strengths, or alternatives if they are available. You can also get more information on the medication by going to “About this medication” and reading the medication details.



You can view all pharmacy options, pricing and coverage by clicking on the **Compare options** button. To narrow your results, you can filter between pharmacy categories, sort by distance or price, and supply. By clicking on “View price and coverage,” you can then see the medication cost, what the plan pays and what you pay.



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# Express Scripts® Pharmacy Benefit Services

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## Lisinopril 10 mg Tablet

90-day supply | 90 tablet | Express Scripts Mail

### Cost summary

<b>Total cost</b> ⓘ	\$18.76
<b>Plan pays</b> The amount your plan pays for your medication.	(\$18.76)
<b>You pay</b>	<b>\$0.00</b>

### Coverage status

**Covered**

A 90-day supply of this medication is covered at this pharmacy.

### Disclaimers

\*Actual charges may be different from the estimated cost share liability depending on the actual items or services received at the point of care. The estimate of a cost-share liability is not a guarantee that benefits will be provided.

This price does not include any rebates Express Scripts might share with your plan from your use of this medicine. From time to time, Express Scripts might share some rebates with your plan, so the price your plan pays, shown here, is an approximate cost.

If you are treated by an out-of-network provider, after paying the cost-sharing amount determined by your health plan, you may still receive a bill for the difference between the amount the out-of-network provider charges for the item or service and the amount paid by your health plan. This is called balance billing, and this amount is not included in your cost estimate.

Your pharmacy benefit plan does not cover purchases made at out-of-network pharmacies, but some plan sponsors may allow purchases to be submitted for reimbursement. Please consult your plan benefits for details.

Most benefit plans do not count copay assistance and other third-party payments in the calculation of deductibles and out-of-pocket maximums, but some do. Please consult your plan benefits for details.

The coverage terms for this medicine are subject to change.

Prices at different retail pharmacies can vary from the prices shown here. This is due to many factors, including the medicine's [NDC Number](#).

\*Some experiences may vary in early 2026.

Three-month supply not available for all products in all states.

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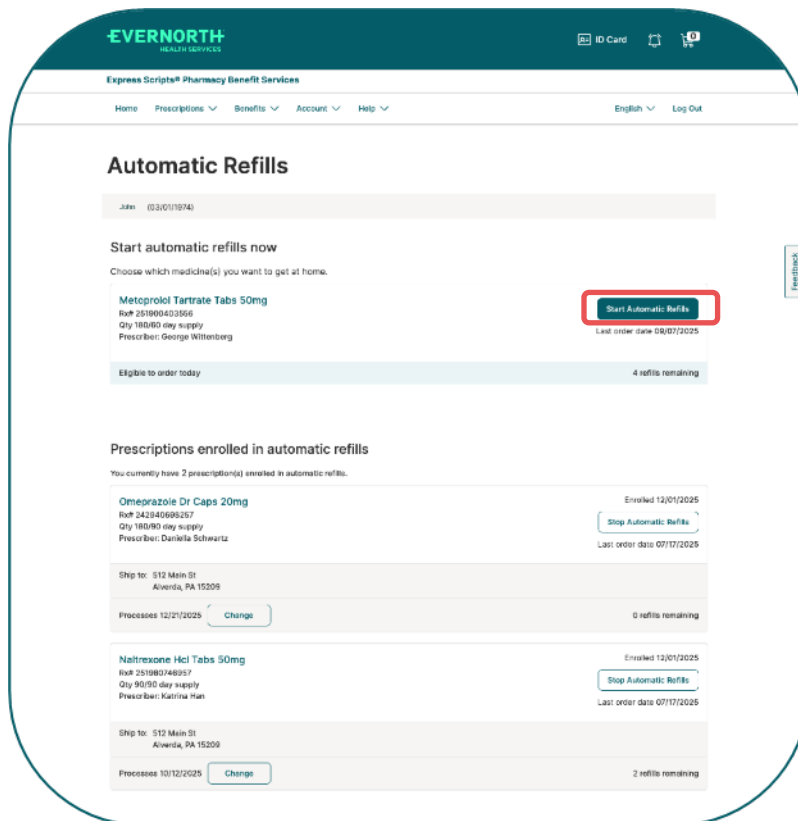
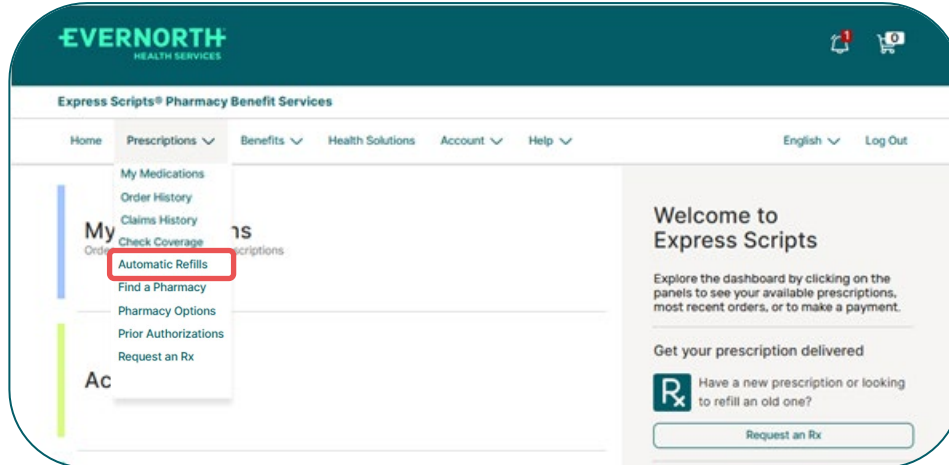
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## AUTOMATIC REFILLS

To have your medications refilled automatically without any further action by you, follow these steps:

- Click on **Automatic Refills** in the drop-down menu under Prescriptions.
- Click on the Start Automatic Refills button next to the medication you want to refill.



Your Automatic Refills settings can be changed at any time.

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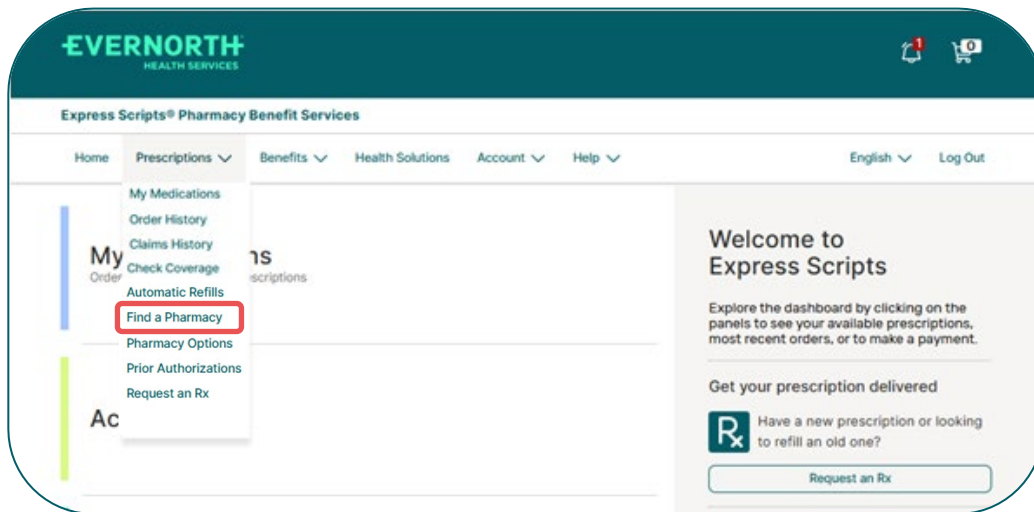
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## FIND A PHARMACY

We've made it easy for you to find a pharmacy in your network. To find a pharmacy, follow these steps:

- Click on **Find a Pharmacy** in the drop-down menu under Prescriptions.

Once you are on the Find a Pharmacy page, enter your ZIP code and press the Enter key to see the in-network pharmacies nearest to you.



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**EVERNORTH**  
HEALTH SERVICES

Express Scripts® Pharmacy Benefit Services

Home Prescriptions Benefits Account Help English Log Out

## Find a Pharmacy

Search by city/state or ZIP Code

Q 63134 **Filters**

Use my location

2 results for 63134 for JOHN SMITH

- 1. CVS** 1.85 miles  
49 N Florissant Rd  
Ferguson, MO 63135-2310  
1 (314) 524-4144  
[Store Details](#) [Directions](#)
- 2. CVS** 2.23 miles  
9070 St Charles Rock Rd  
St Louis, MO 63114-0000  
1 (314) 733-0607  
[Store Details](#) [Directions](#)

**Prefer to fill your prescription at Walgreens instead of CVS?**  
Visit [Pharmacy Preferences](#) under the Account menu.

**Have a medication you want to price?**  
Visit [Price a Medication](#) under the Prescriptions menu.

Please note that not all medications can be dispensed as a maintenance supply.

If you click on Directions for any pharmacy, you will be taken to a different site, which is governed by separate Terms of Use and Privacy Policy.

[Terms of Use](#) [Privacy](#) [Notice of Privacy Practices](#) [Drug Recalls](#) [Disposal of Medications](#) [About Express Scripts](#) [Careers](#) [Help](#)

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Prices and savings are based on current drug prices and your prescription program.  
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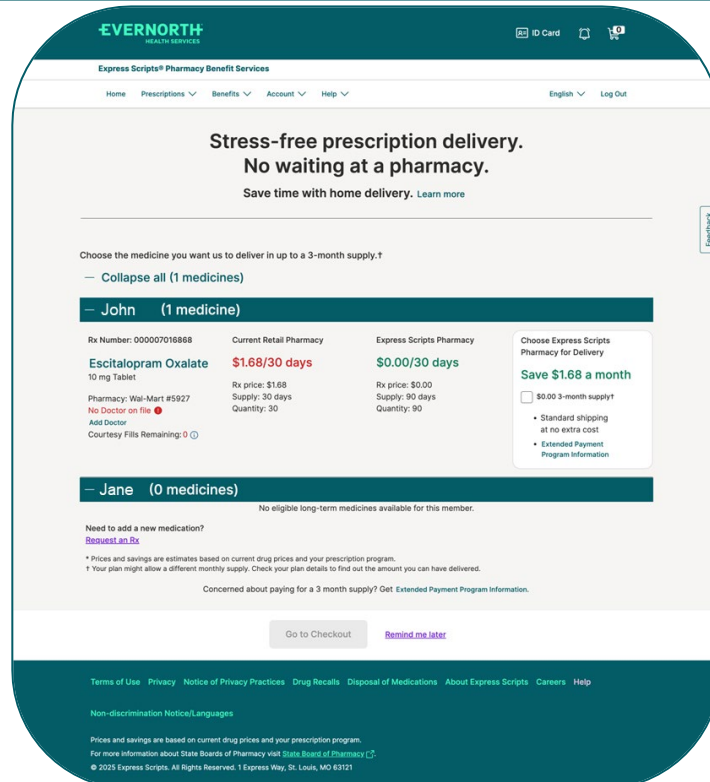
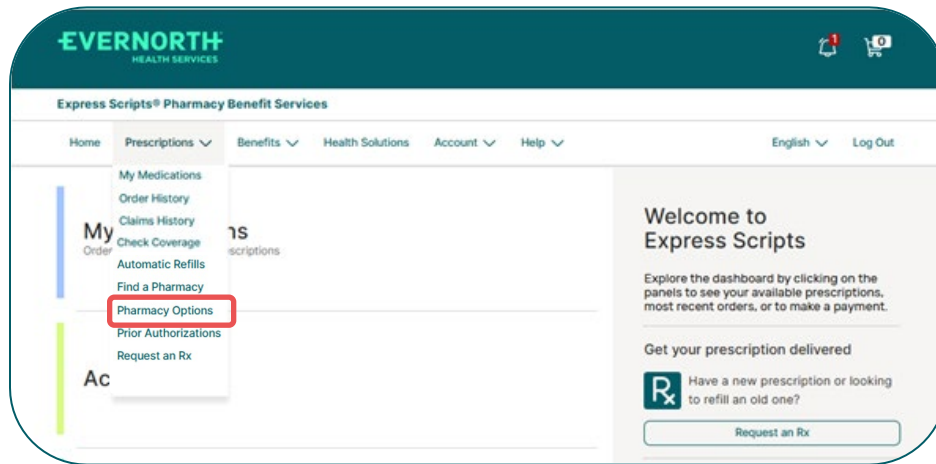
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## PHARMACY OPTIONS

Depending on your benefit, you may be able to save money by having medication delivered by mail. To learn more, visit our Pharmacy Options page.

Find the page by clicking on **Pharmacy Options** in the drop-down menu under Prescriptions. You may have the option to switch to home delivery as a lower-cost option, if home delivery is included in your plan.



INFORMATION LISTED ABOVE TO BE USED AS EXAMPLE ONLY.

Three-month supply not available for all products in all states.

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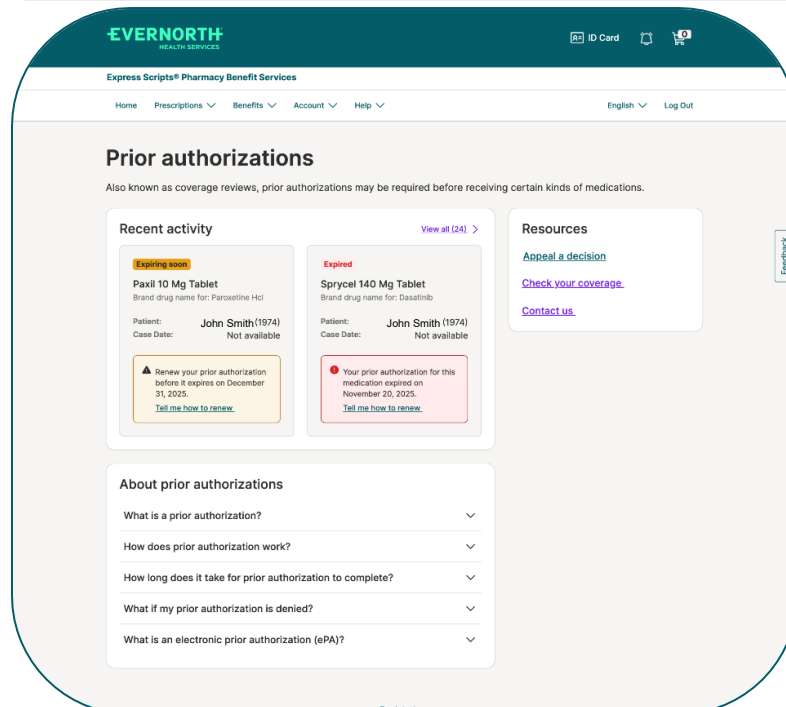
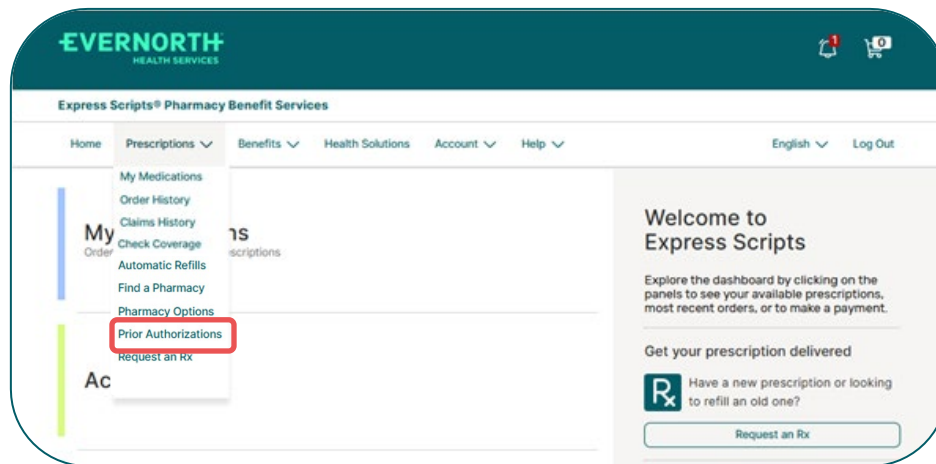
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## PRIOR AUTHORIZATIONS

This feature allows you to check the status of coverage reviews, like prior authorizations, for you and any of your dependents. To find the Prior Authorizations section on your member web account:

- Select **Prior Authorizations** in the drop-down menu under Prescriptions.
- Once on the Prior Authorizations page, you will find recent prior authorization activity. You'll be able to "View all" or select specific prior authorizations. As you see on the landing page, you'll find an abundance of resources about prior authorizations, including frequently asked questions, how to appeal a decision, how to renew a prior authorization and more. When you click on a specific prior authorization, it will display more information, such as the stage of the process it is in: Request Received, In Review, and Decision Reached.
- For your peace of mind, you can sign up for emails, and we'll take care of the details for you. We'll let you know as soon as we receive a request on your behalf, share helpful tools when you need them, and send reminders before your prior authorization expires—so you never have to worry about delays in getting your medication.



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# Express Scripts® Pharmacy Benefit Services

The screenshot displays the 'Evernorth Health Services' logo at the top left. The page title is 'Express Scripts® Pharmacy Benefit Services'. The navigation bar includes 'Home', 'Prescriptions', 'Benefits', 'Account', and 'Help'. The user is logged in as 'John Smith (1974)'. The main content area shows a 'Prior authorizations' list with a 'Details' link. The selected item is 'Emgality Pen 120 Mg/ml Pen Injector (ml)'. The status is 'Approved'. A progress bar shows three steps: 'Request received', 'In review', and 'Decision reached' (Approved on 01/01/2025). Patient information: John Smith (1974), Expiration date: 06/30/2026. Medication information: Emgality Pen, Strength: 120 Mg/ml, Form: Pen Injector (ml). A 'Feedback' button is on the right. Footer includes 'Terms of Use', 'Privacy', 'Notice of Privacy Practices', 'Drug Recalls', 'Disposal of Medications', 'About Express Scripts', 'Careers', 'Help', 'Non-discrimination Notice/Languages', and copyright information for 2025 Express Scripts.

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# Express Scripts® Pharmacy Benefit Services

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HEALTH SERVICES

Express Scripts® Pharmacy Benefit Services

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Prior authorizations > Details

## Sprycel 140 Mg Tablet

Brand drug name for: Dasatinib

Status: **Expired**

- Request received
- In review
- Decision reached  
Approved on 10/15/2025

**Your prior authorization expired**  
Contact your prescriber to renew your prior authorization for Sprycel 140 Mg Tablet.

Patient: **John Smith (1974)**  
Expiration date: **11/20/2025**

Medication: **Sprycel**  
Brand drug name for: Dasatinib  
Strength: **140 Mg**  
Form: **Tablet**

[View approved medications and strengths.](#)

[View all prior authorizations.](#)

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HEALTH SERVICES

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Prior authorizations > Details

## Sprycel 140 Mg Tablet

Brand drug name for: Dasatinib

Status: **Expired**

- Request received
- In review
- Decision reached  
Approved on 10/15/2025

Your prior authorization was approved for Sprycel 140 Mg Tablet. You may also fill your prescription under any of the listed names, strengths or forms. Price and coverage may vary.

- Dasatinib (generic)**  
Strength: 20 mg, 50 mg, 70 mg, 80 mg, 140 mg, 100 mg  
Form: Tablet
- Phyrago (brand)**  
Strength: 20 mg, 50 mg, 70 mg, 80 mg, 140 mg, 100 mg  
Form: Tablet
- Sprycel (brand)**  
Strength: 20 mg, 50 mg, 70 mg, 80 mg, 140 mg, 100 mg  
Form: Tablet

**Close**

Patient: **John Smith (1974)**  
Expiration date: **11/20/2025**

Medication: **Sprycel**  
Brand drug name for: Dasatinib  
Strength: **140 Mg**  
Form: **Tablet**

[View approved medications and strengths.](#)

[View all prior authorizations.](#)

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The screenshot displays the Express Scripts Pharmacy Benefit Services website. At the top, the Evernorth Health Services logo is visible on the left, and navigation icons for ID Card, a bell, and a shopping cart are on the right. Below the logo, the page title 'Express Scripts® Pharmacy Benefit Services' is centered. A navigation bar includes links for Home, Prescriptions, Benefits, Account, and Help, along with language and login options. The main content area is titled 'Prior authorizations' and includes a sub-header 'Also known as coverage reviews'. A modal window titled 'How to appeal a decision' is open, providing instructions on what to do if a prior authorization is denied. The background content shows a 'Recent activity' section with an 'Expiring soon' alert for Paxil 10 Mg Tablet, two renewal alerts, and an 'About prior authorizations' section with a list of frequently asked questions. A 'Feedback' button is located on the right side of the page.

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## Prior authorizations

Also known as coverage reviews

### Recent activity

**Expiring soon**

**Paxil 10 Mg Tablet**  
Brand drug name for: Paroxetine H

Patient:  
Case Date: Not available

**Renew your prior authorization before it expires on December 31, 2025.**  
[Tell me how to renew.](#)

**Your prior authorization for this medication expired on November 20, 2025.**  
[Tell me how to renew.](#)

### About prior authorizations

- What is a prior authorization? ▾
- How does prior authorization work? ▾
- How long does it take for prior authorization to complete? ▾
- What if my prior authorization is denied? ▾
- What is an electronic prior authorization (ePA)? ▾

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**How to appeal a decision** ×

If your prior authorization is denied, the letter you receive in the mail, or posted here, will include information about why it was denied. You can talk to your prescriber about an alternative medication that's covered by your plan, or you can get the original prescription filled at your pharmacy.

**Close**

**Feedback**

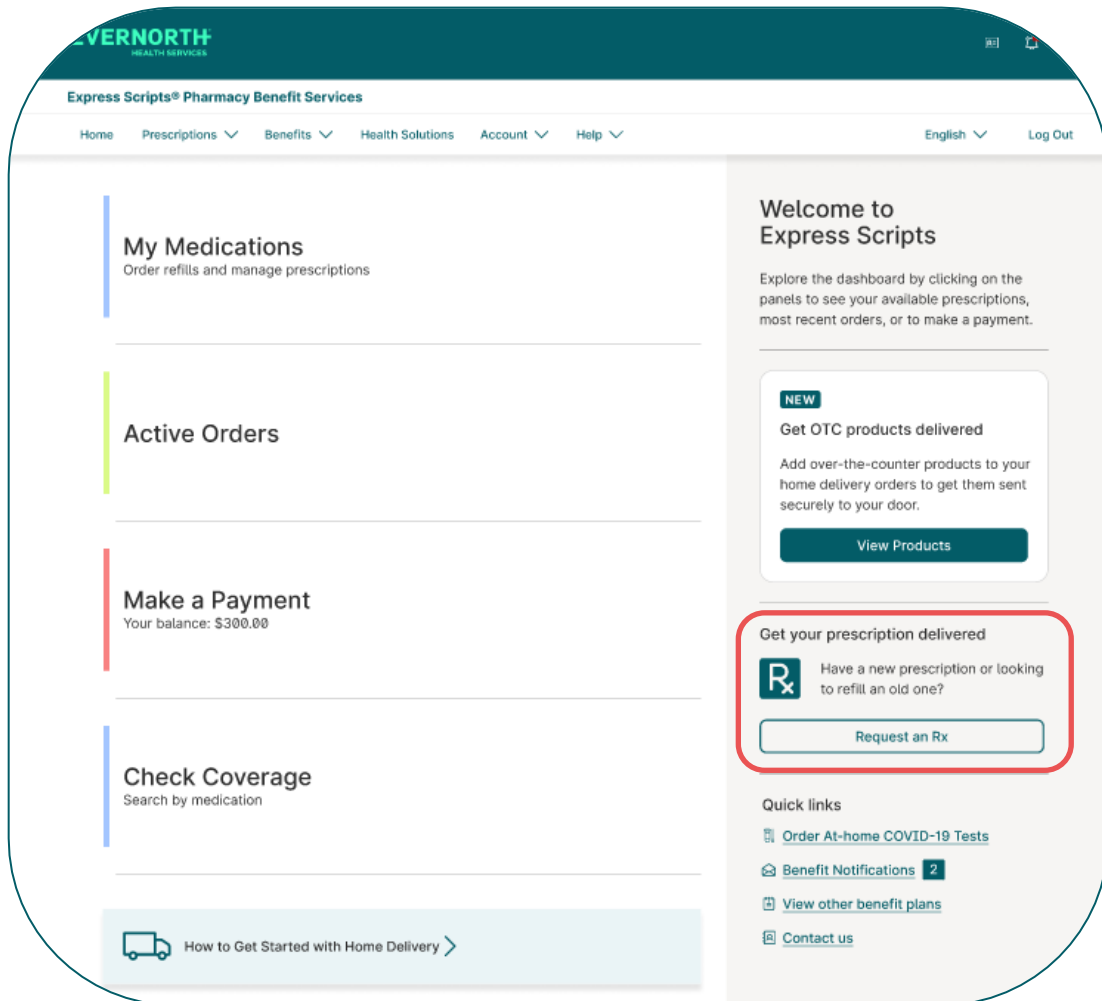
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## NEW PRESCRIPTIONS

To start a new prescription or refill an old one through our home delivery pharmacy, you can use the **Request an Rx** button on the home page of the Member Portal. Please consult with your doctor before starting this request.



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# Express Scripts® Pharmacy Benefit Services

To start a new request, follow these steps:

- Type in the medication you are requesting and who it is for under your plan.
- Let us know if you have talked to a doctor about this request.
- Click the Start Prescription Request button.

The screenshot shows the Express Scripts Pharmacy Benefit Services website. The header includes the ERNORTH HEALTH SERVICES logo and navigation links for Home, Prescriptions, Benefits, Health Solutions, Account, and Help. The main heading is "Request to have an Rx delivered by Express Scripts® Pharmacy". Below this, there is a form with the following fields: "What medication would you like delivered?" (a search bar), "Who is this medication for?" (a dropdown menu), and "Have you talked to a doctor about this medication?" (radio buttons for Yes, No, and "No, but I'd like to connect with a doctor through MDLIVE"). A blue callout box contains the text: "Log in or create an account on MDLIVE to schedule an appointment. With MDLIVE, you can request to have your prescription delivered by Express Scripts Pharmacy or sent to a pharmacy near you." Below the form is a "Start Prescription Request" button, which is highlighted with a red rectangle. To the right of the form is an illustration of a pharmacist and a list titled "How does this work?" with three bullet points: "You'll request to have the medication delivered", "We'll contact the doctor to get the prescription. For faster service, ask your doctor to send your prescription electronically to Express Scripts Pharmacy® home delivery.", and "Our pharmacists fill the prescription and ship it to you". Below the list is a link "Learn more about our pharmacy". At the bottom of the page, there is a "Frequently Asked Questions" section with three expandable items: "Do I need a prescription to request a medication?", "How long will this take?", and "Can I request a prescription for someone else?". A "Back to Top" link is located at the bottom right of the page.

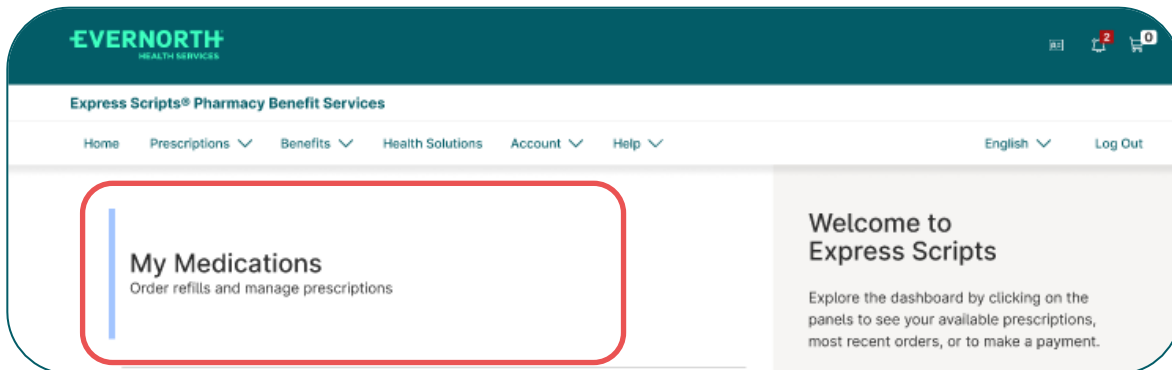
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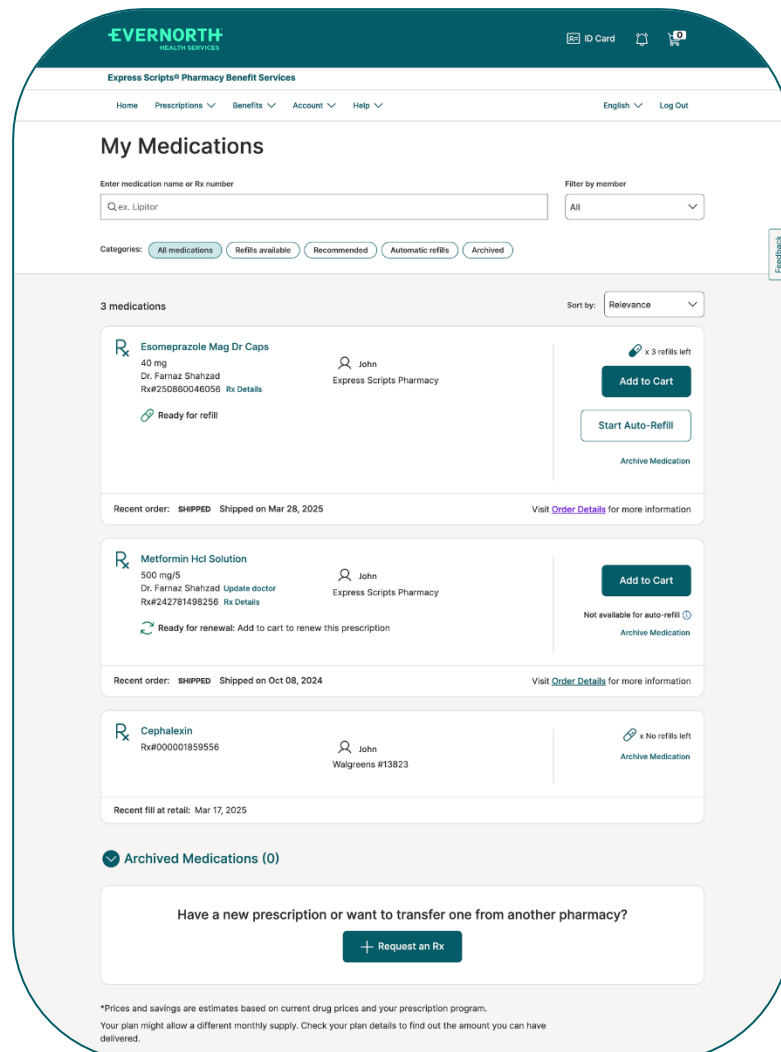
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## REFILL A PRESCRIPTION

To begin a refill request, click the My Medications link near the top of the Member Portal Home page or under the Prescriptions drop-down.



On the My Medications page, you will find a list of your prescriptions. Next to each medication on file, you will have the option to order a refill as well as sign up for auto-refills for eligible medications filled through Express Scripts Pharmacy. You can also archive medications you no longer need to view.



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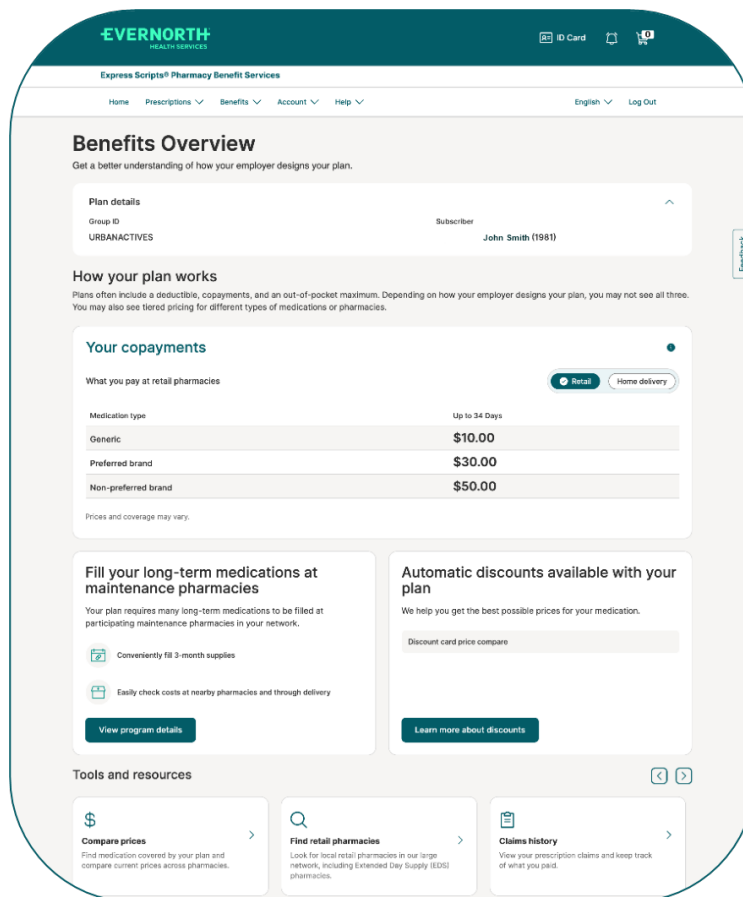
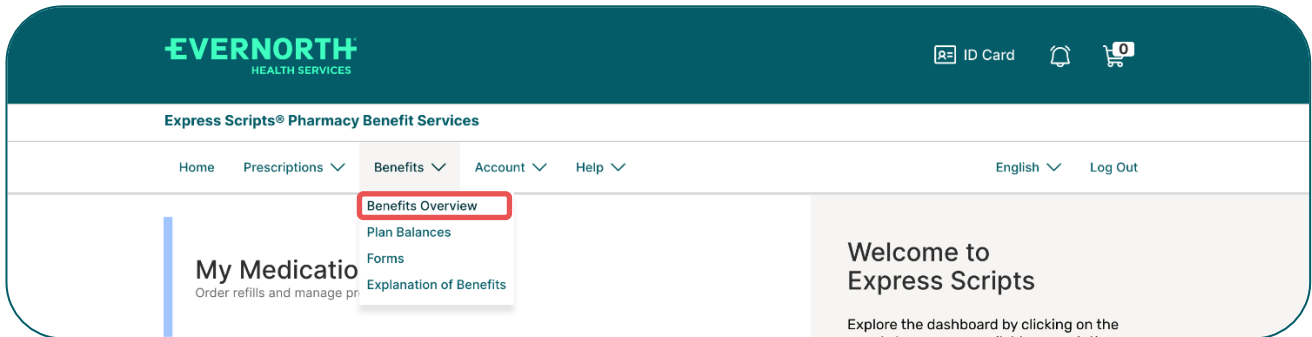
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## BENEFITS OVERVIEW

You can see the details of your medication benefit coverage in the Benefits Overview section. To get to this page, follow these steps:

- Click on **Benefits Overview** in the drop-down menu under Benefits.

On the Benefits Overview page, you can see plan details, how your plan works, simple summaries of your accumulators, like Deductible, Copay/Coinsurance and Out-of-Pocket information depending on how your plan sponsor designs your plan, and more.



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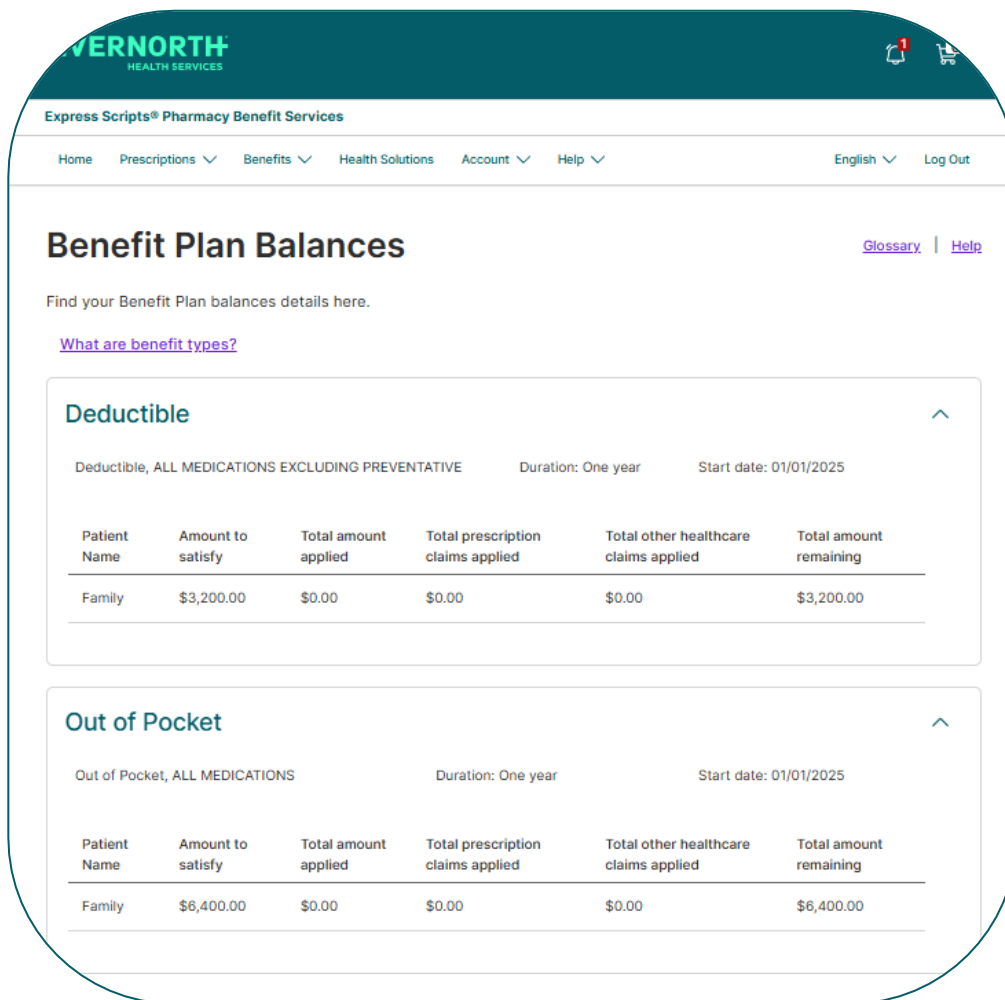
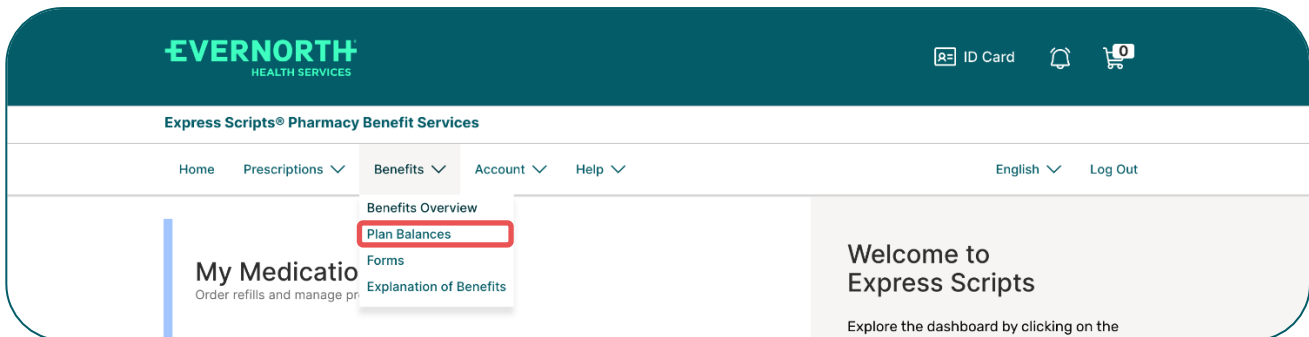
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## PLAN BALANCES

By clicking on **Plan Balances** in the drop-down menu under Benefits, you can review your accumulators including:

- Total deductible and out-of-pocket costs for medications
- Total amount applied
- Total prescription claims applied
- Total other healthcare claims applied
- Total amount remaining



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## PLAN BALANCES: MEDICARE PART D

**Benefit Plan Balances** may look a little different if you are a Medicare Part D member. You will still follow the same instructions to navigate to this page, by selecting **Plan Balances** under the Benefits drop-down menu. Depending on how your plan sponsor designs your plan, you may see varying total out-of-pocket costs, deductibles, tiers, etc. You will be able to see the amount that has been applied, amount remaining and how much is left to satisfy the full amount.

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### Benefit Plan Balances

[Glossary](#) | [Help](#)

**Benefit plan balances as of December 03, 2025**

This is not an Explanation of Benefits. You will also receive a monthly Explanation of Benefits for any month in which prescription benefits are provided to you under your plan.  
This is a cumulative statement of the benefits you have been provided to date.\*

**Total out-of-pocket: Medicare Part D**

This is the yearly amount you spend out-of-pocket on your Medicare Part D prescription medications. This amount determines when you enter the Catastrophic Coverage stage.

Total out-of-pocket responsibility	\$2,000.00
Amount applied	\$2,000.00
Amount remaining until catastrophic coverage	\$0.00

**Deductible: including tiers 3, 4, 5 drugs**

This is the amount you must pay for your medications before your coverage begins.

Total deductible to satisfy	\$175.00
Amount applied	\$175.00
Amount remaining	\$0.00

**Out of Pocket: PART B DRUGS**

This is the yearly amount you spend out-of-pocket on your prescription medications. This amount determines when you reach the total out-of-pocket maximum.

Total individual out-of-pocket responsibility	\$5,000.00
Amount applied	\$5,000.00
Amount remaining	\$0.00

\*These balances do not reflect any costs for claims that are still being processed or adjusted, or for claims that are not covered Medicare Part D prescriptions. Plan balances information on this page may change daily.  
For more information, please contact Member Services toll-free.

Terms of Use Privacy Notice of Privacy Practices Drug Recalls Disposal of Medications About Express Scripts Careers Help

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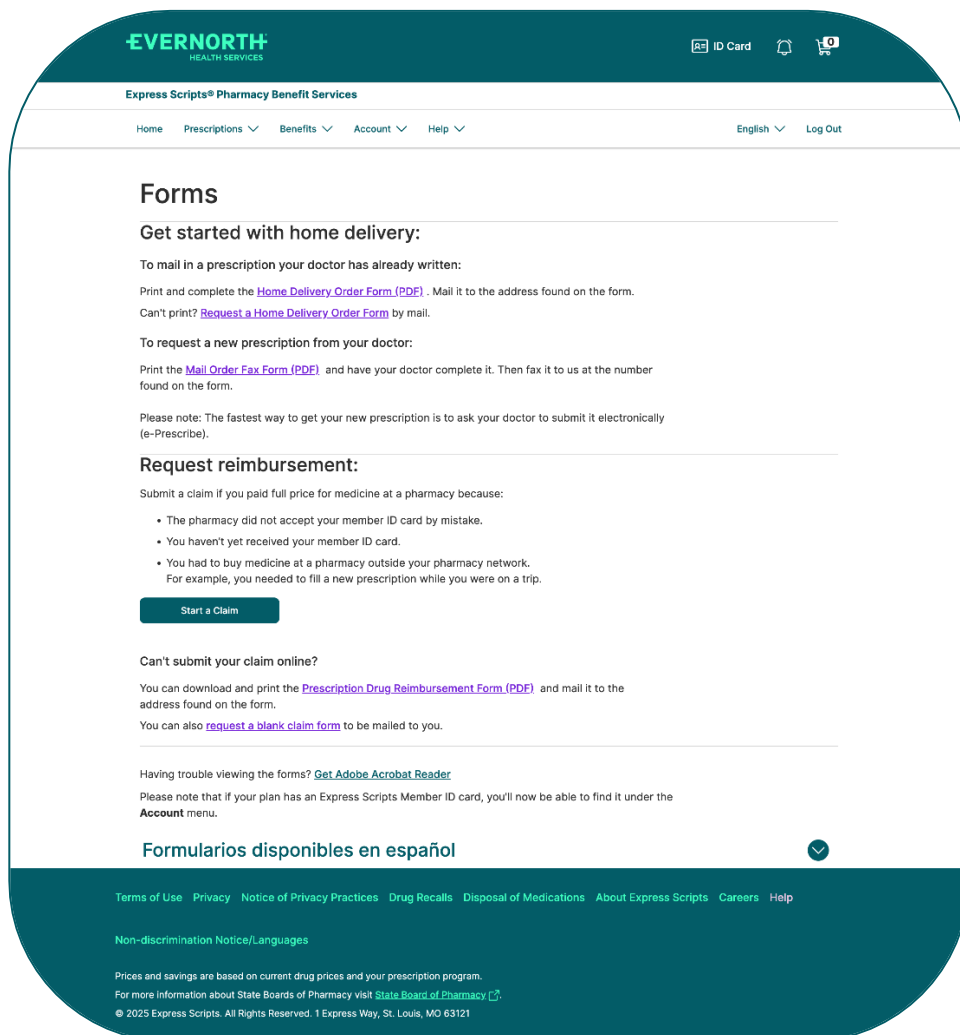
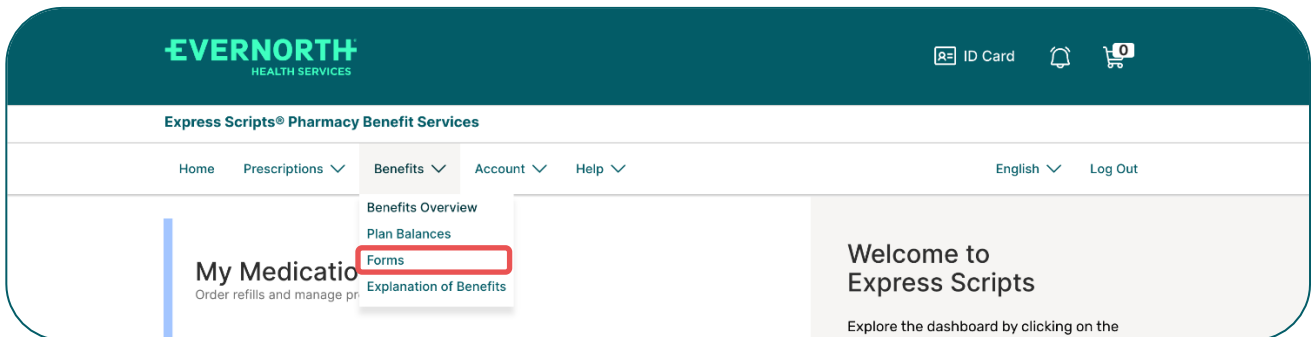
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## FORMS

To reach us by mail about getting started with home delivery or to request reimbursement on a claim, visit our Forms page. All you have to do is click on **Forms** in the drop-down menu under Benefits.



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# Express Scripts® Pharmacy Benefit Services

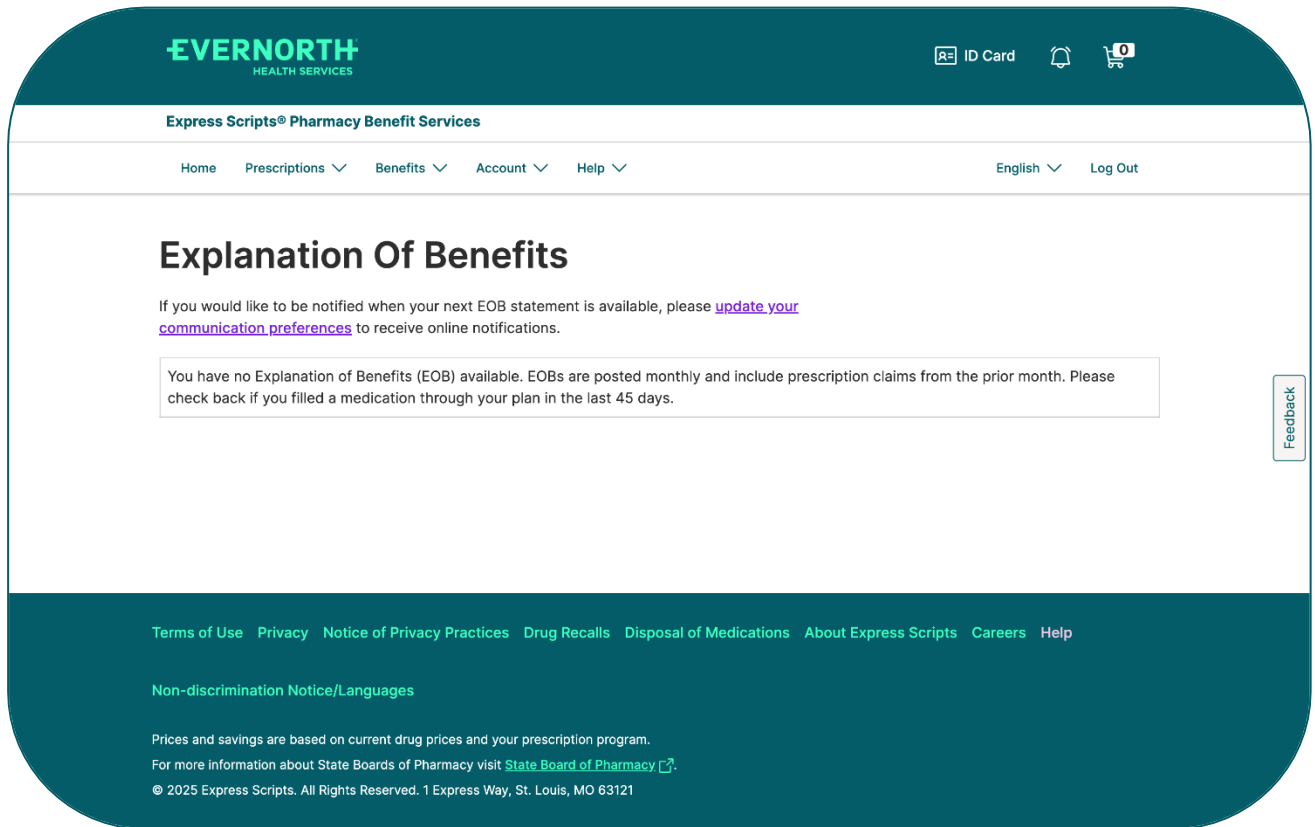
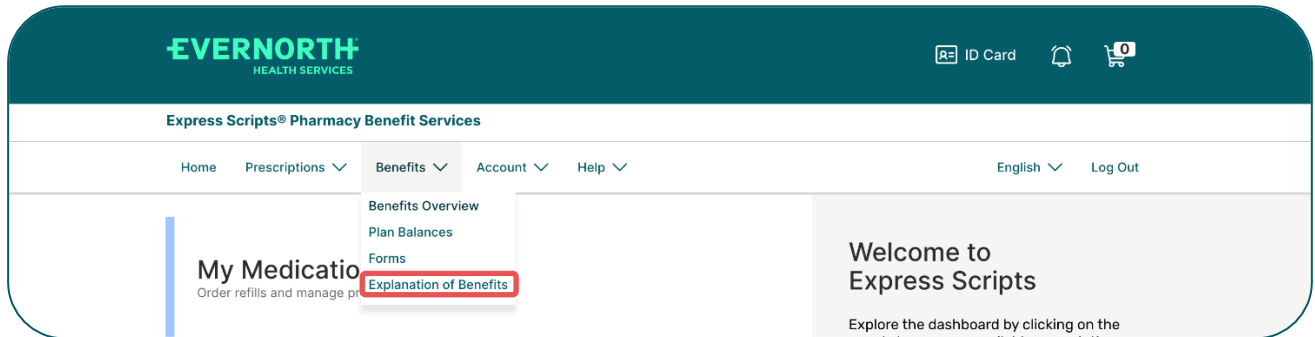
## EXPLANATION OF BENEFITS

For Medicare Part D members, your Explanation of Benefits (EOB) breaks down your costs and coverage in a way that's easy to understand – no guesswork. It is a document, not a bill, that explains how costs are shared, shows dates of services and helps you understand your financial responsibility. To find your EOB:

- Navigate to **Explanation of Benefits** in the drop-down menu under Benefits

If you would like to be notified when your next EOB statement is available, you can update your communication preferences to get online notifications.

Note: All members can see this information as well under the [Claims History](#) drop-down.



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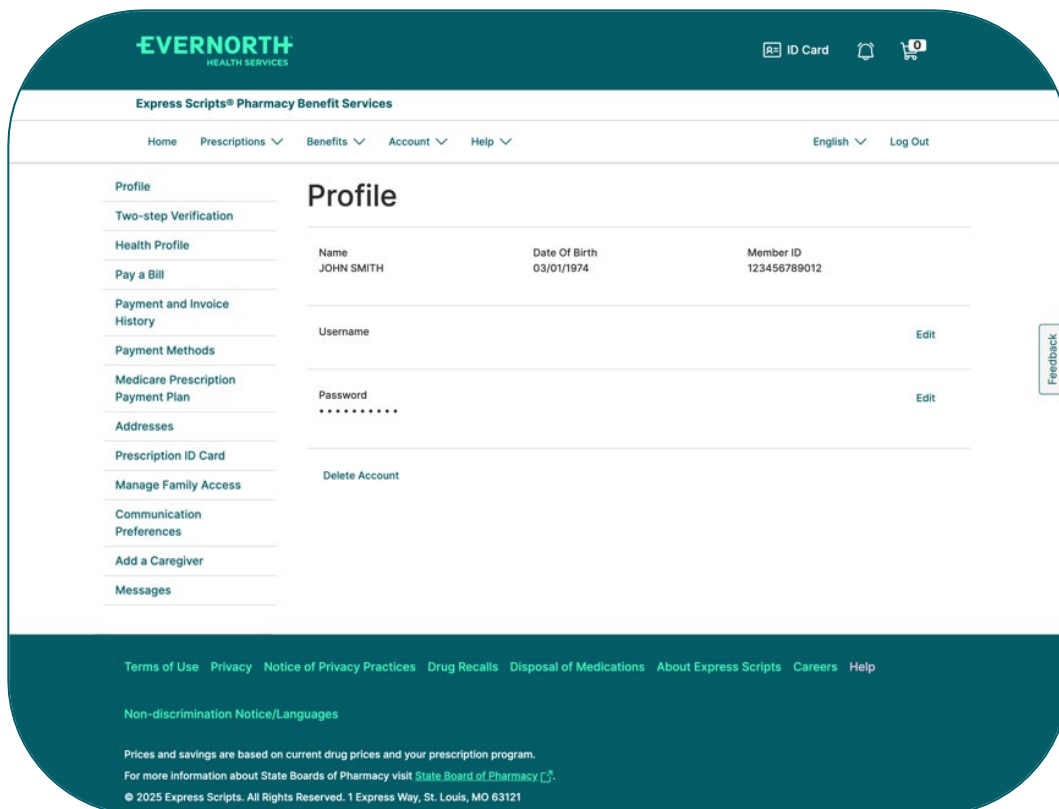
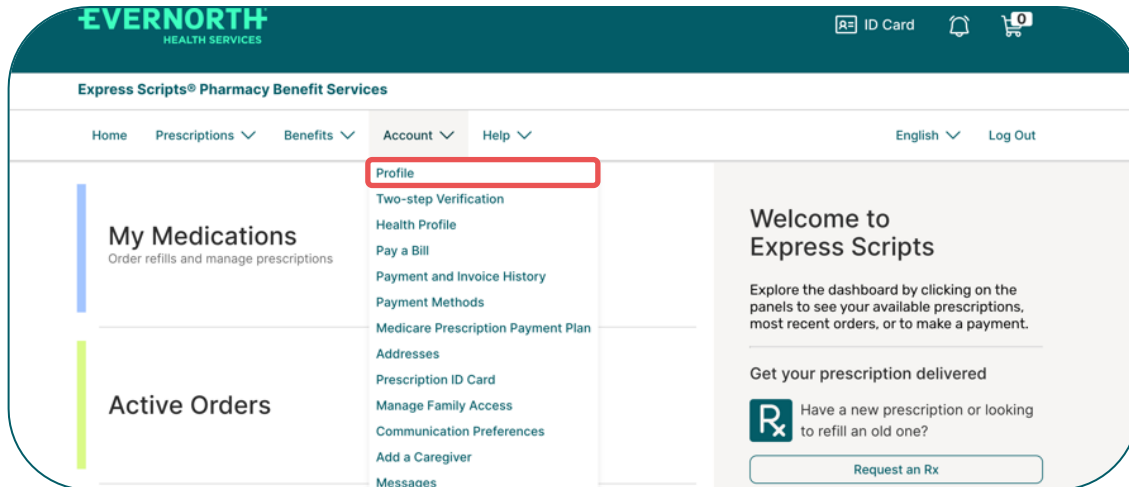
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## PROFILE

You can review the most important aspects of your profile, like your name, date of birth, member ID, username and password, by:

- Clicking on **Profile** in the drop-down menu under Account.



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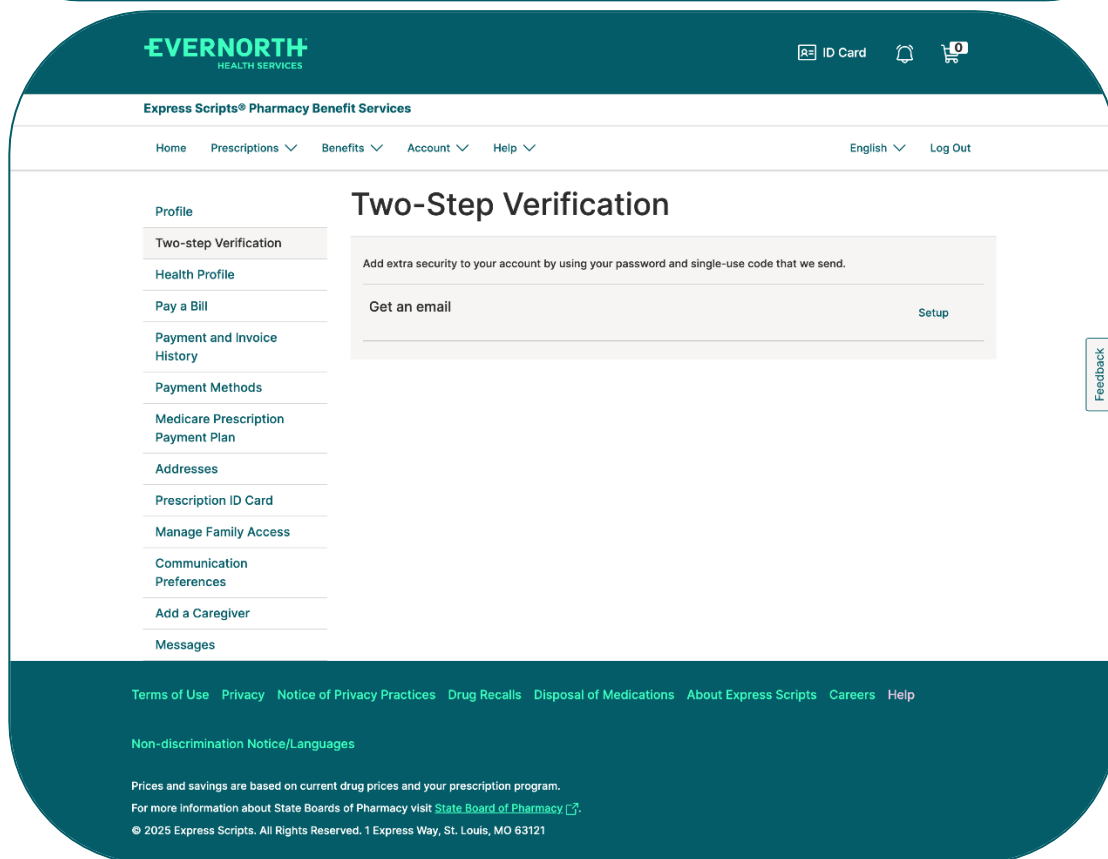
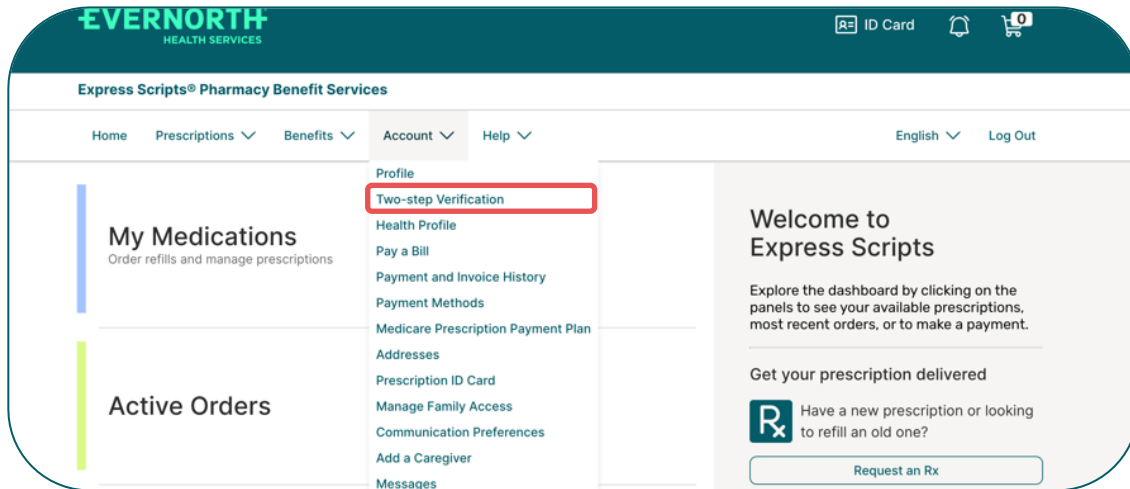
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## TWO-STEP VERIFICATION

We understand that extra security when it comes to your pharmacy benefits account can allow you to stress less and have peace of mind. To set up two-step verification using a single-use code that we send, follow these steps:

- Click on **Two-Step Verification** in the drop-down menu under Account.
- Click on Setup.



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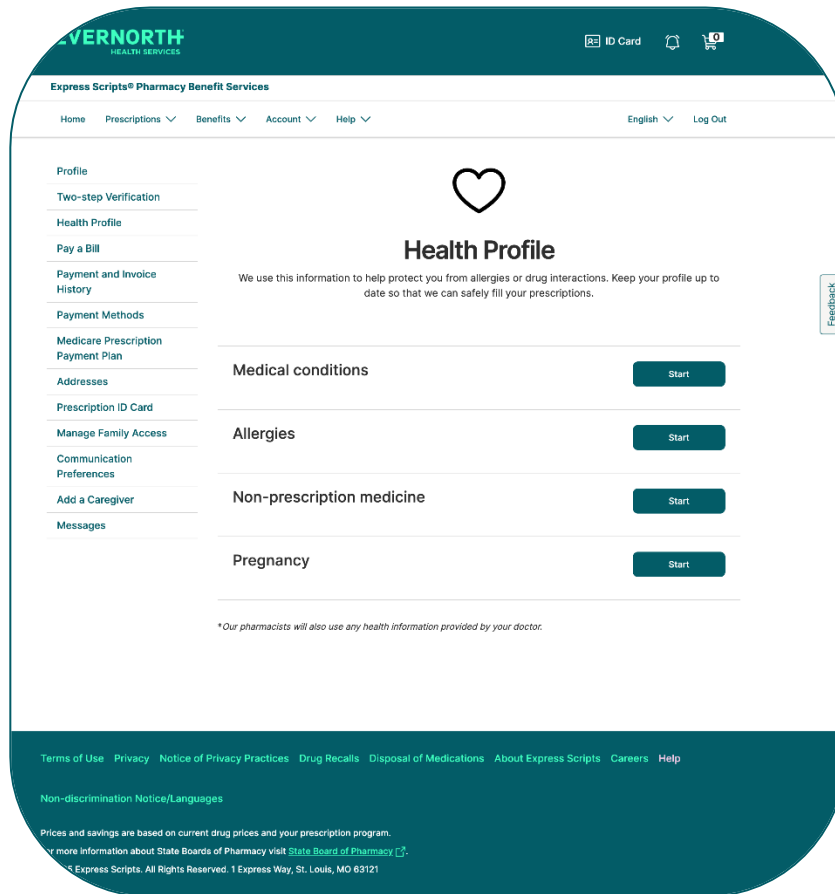
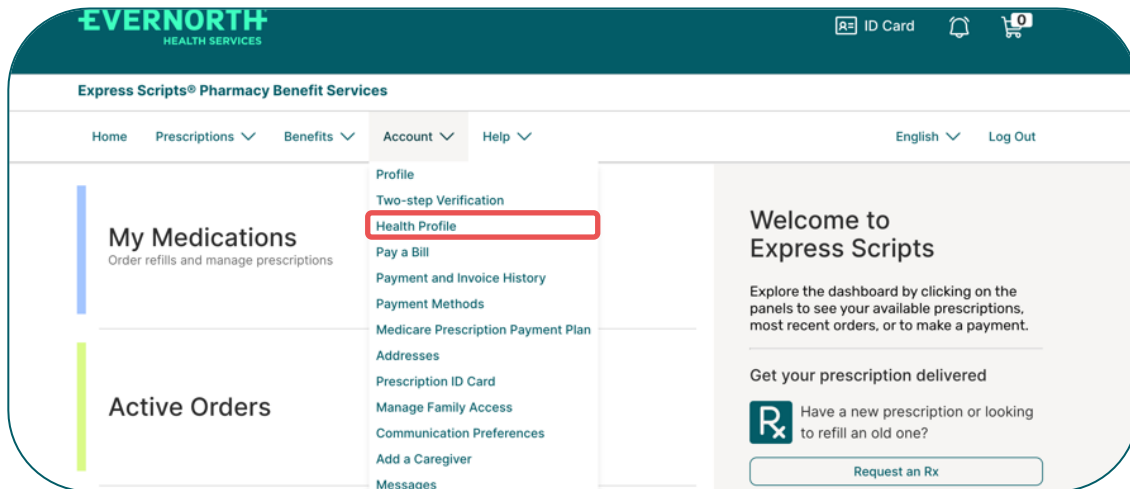
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## HEALTH PROFILE

We want to ensure that the medications you're taking continue to be safe. The more health information we know, the better equipped we are to protect you from allergies or medication interactions. To set up your health profile, follow these steps:

- Click on **Health Profile** in the drop-down menu under Account.
- Click Start on the different sections you would like to fill out.



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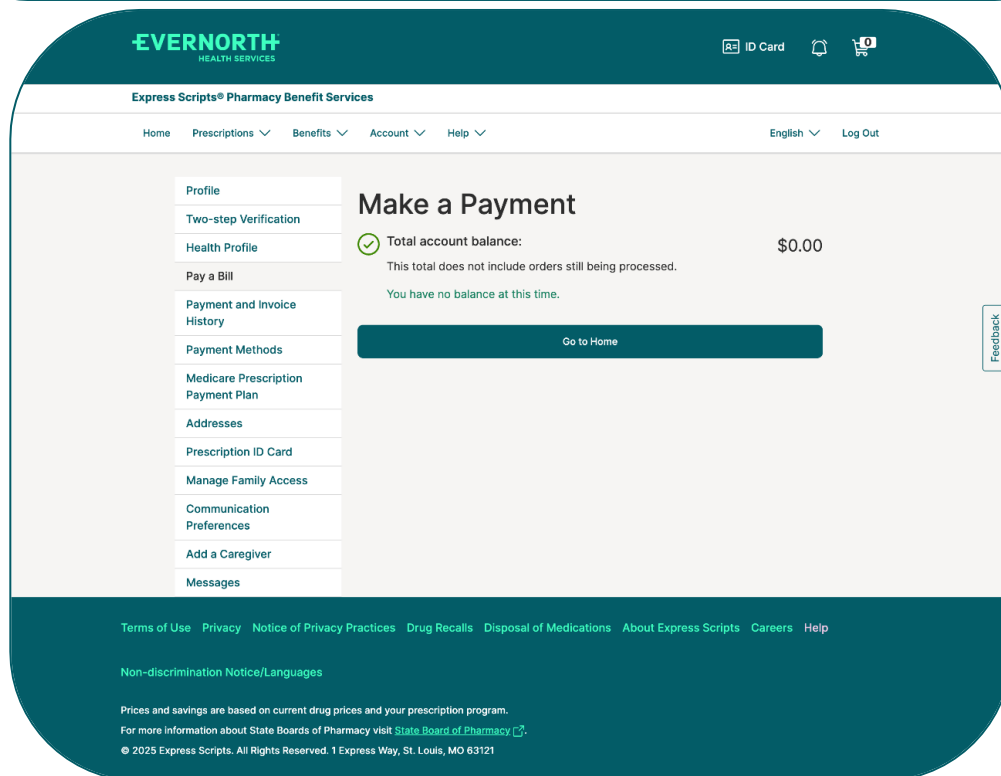
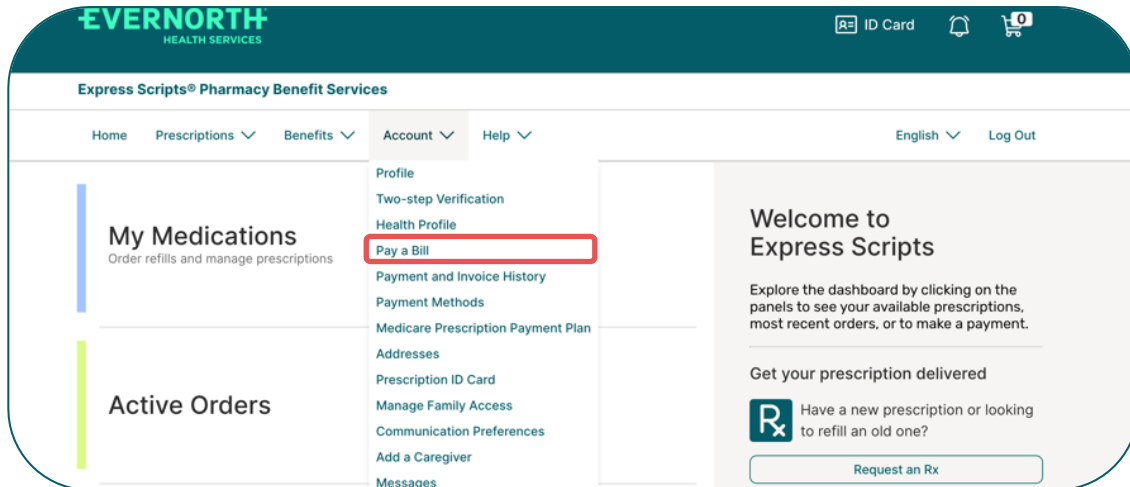
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## PAY A BILL

To promote easy usability and accessibility, you can make a payment with the click of a button. To pay a bill, follow these simple steps:

- Click on **Pay a Bill** in the drop-down menu under Account.
- If you have a bill to pay, you'll see your account balance and can pay your bill with your payment method on file.



Note: If you've delegated Medicare Prescription Payment Plan, you'll see extra messages on this "Make a Payment" page to guide you to the correct place.

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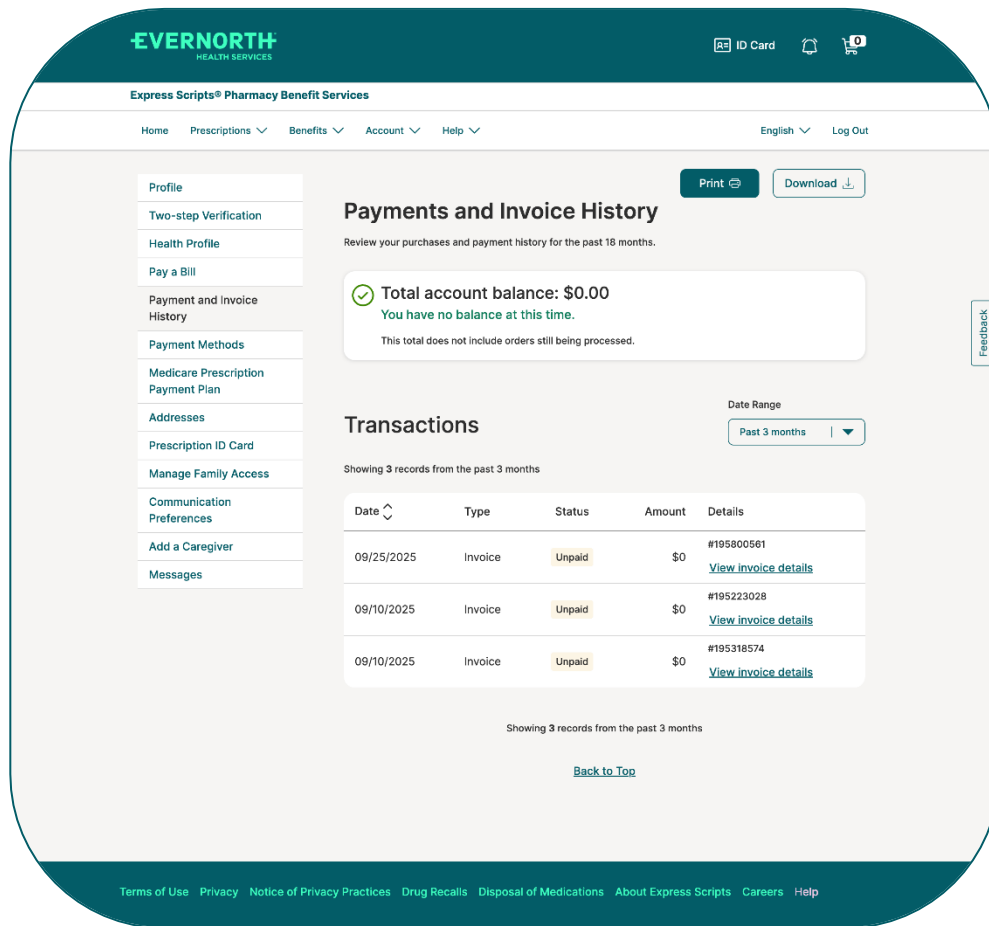
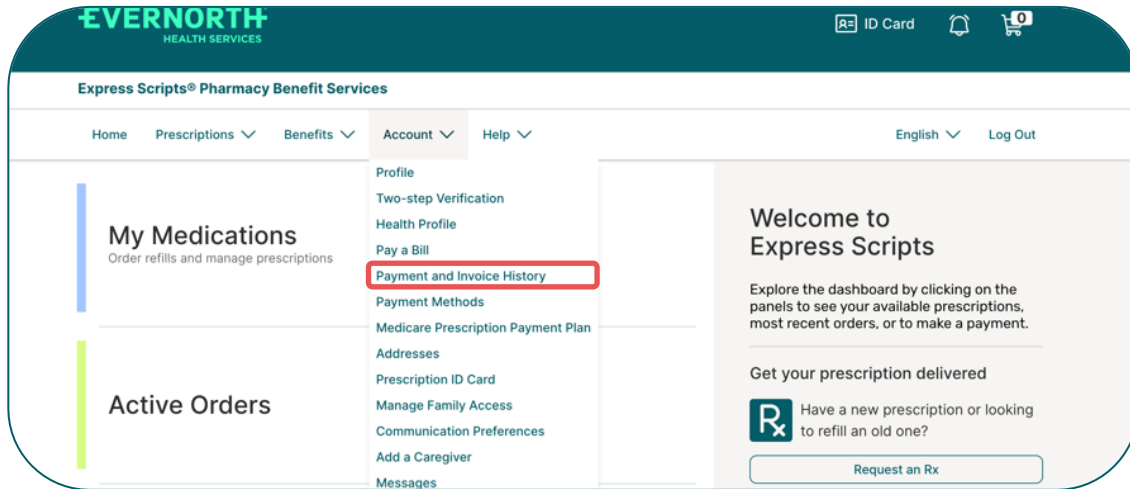
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## PAYMENT AND INVOICE HISTORY

We believe in making it easy to keep track of your payments and transactions. You can even print or download your payment history. To do so:

- Click on **Payment and Invoice History** in the drop-down menu under Account.
- Select the date range you would like to review and click “View invoice details” to see more information on a specific record.



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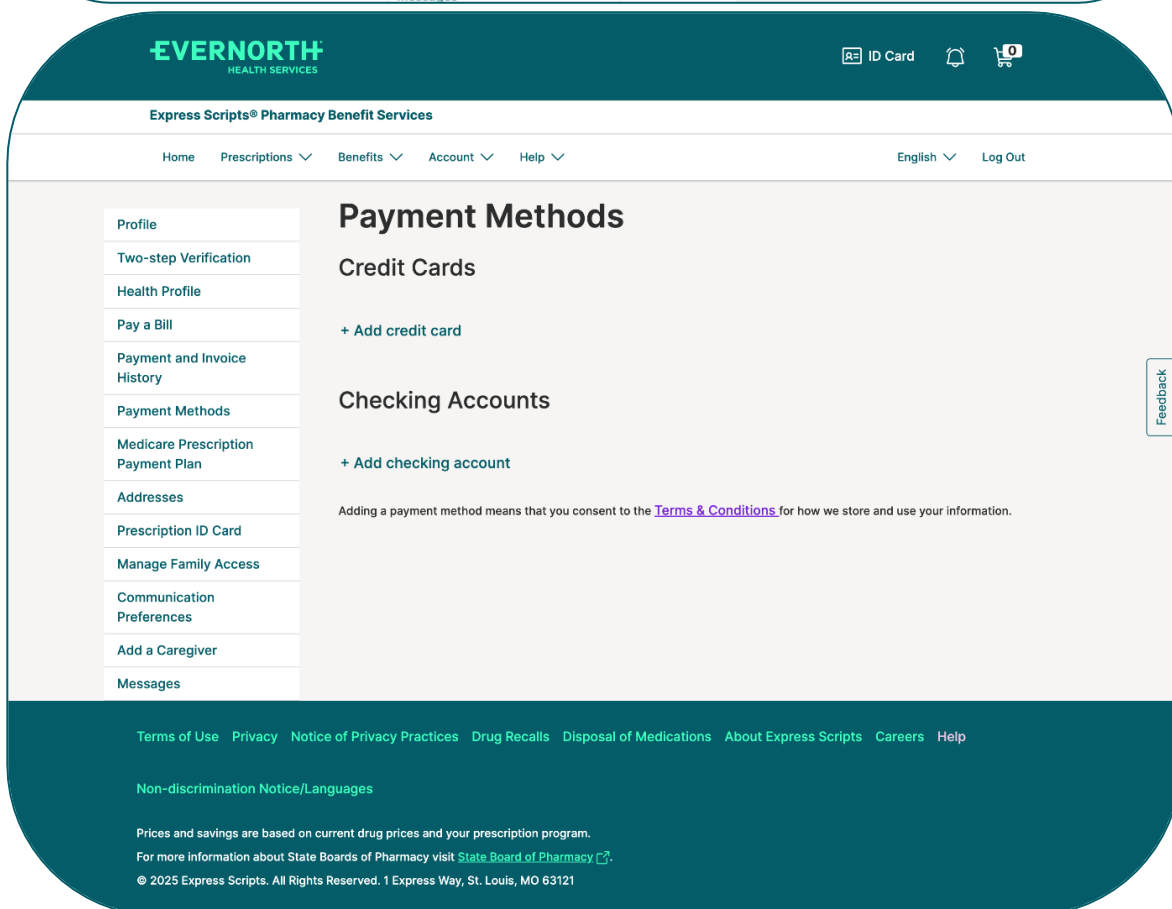
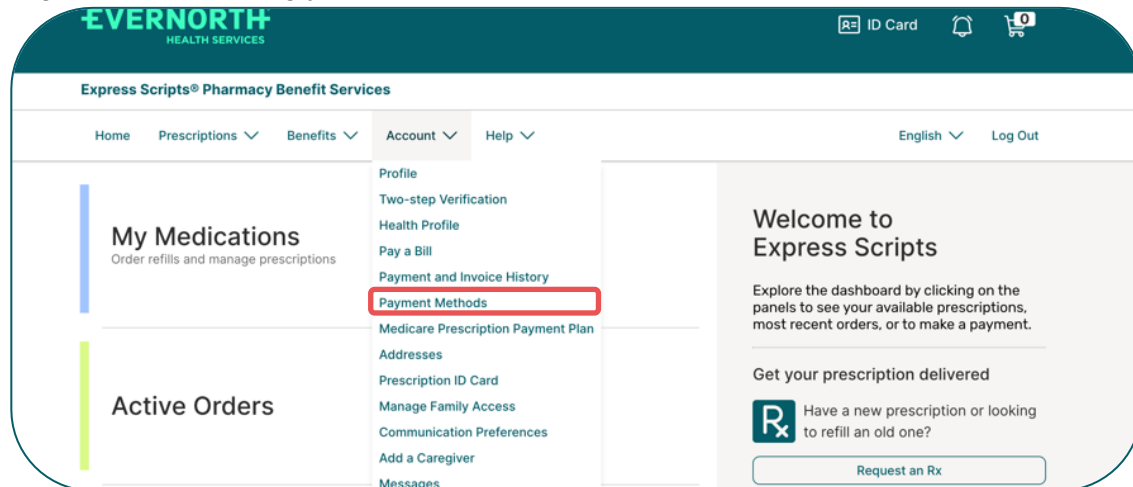
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## PAYMENT METHODS

To be able to make a payment, you must have a credit card or checking account on file. To add a payment method:

- Click on **Payment Methods** in the drop-down menu under Account.
- Click “Add credit card” or “Add checking account” and enter the necessary information.
- You can also enroll in autopay and set an authorization limit, which is the maximum amount you’ll allow us to charge before contacting you.



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**Payment Methods**

**Credit Cards**

+ Add credit card

**Checking Accounts**

+ Add checking account

Adding a payment method means that

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## < Add Credit Card

Credit card number Expiration date ZIP code

Name on card

**Authorization limit**

Set the maximum amount we can charge without contacting you to authorize a payment. [How it works](#)

\$500

**Enroll in autopay**

Autopay will make this card your default payment method. We'll only charge your card once your order has shipped. [How it works](#)

**Schedule your payment**

Single payment  
Your total balance will be charged to this card in a single transaction after your order ships.

3 Monthly payments  
Your balance will be split evenly with the extended payment program.

[Learn about the payment program](#)

Feedback

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**Payment Methods**

**Credit Cards**

+ Add credit card

**Checking Accounts**

+ Add checking account

Adding a payment method means that

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## < Add Checking Account

Name on account

Routing number Account number

Where can I find these?

**Authorization limit**

Set the maximum amount we can charge without contacting you to authorize a payment. [How it works](#)

\$500

**Enroll in autopay**

Autopay will make this card your default payment method. We'll only charge your card once your order has shipped. [How it works](#)

I agree with the [Terms & Conditions](#)

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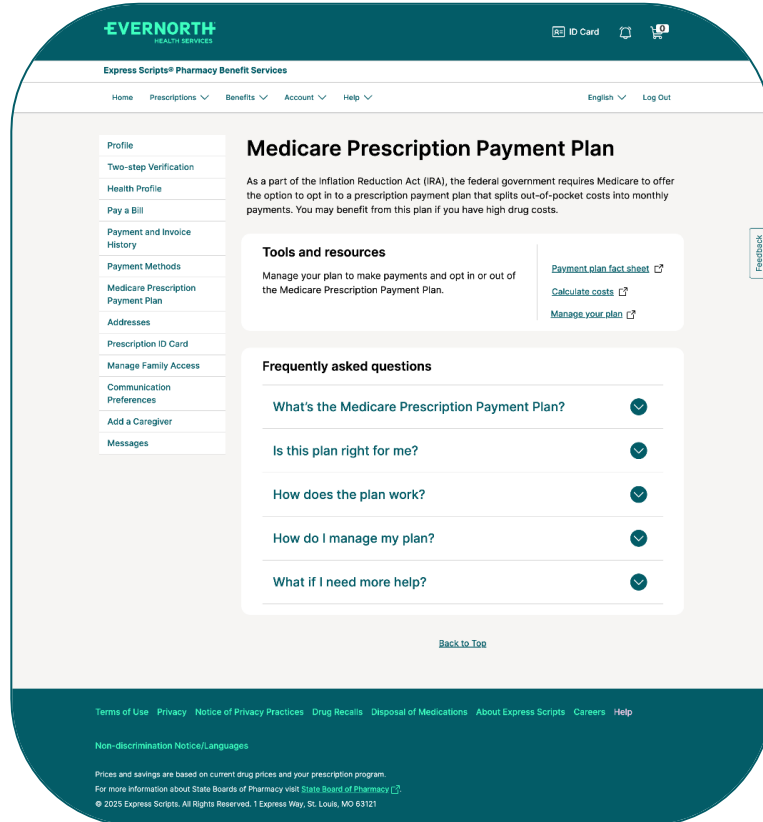
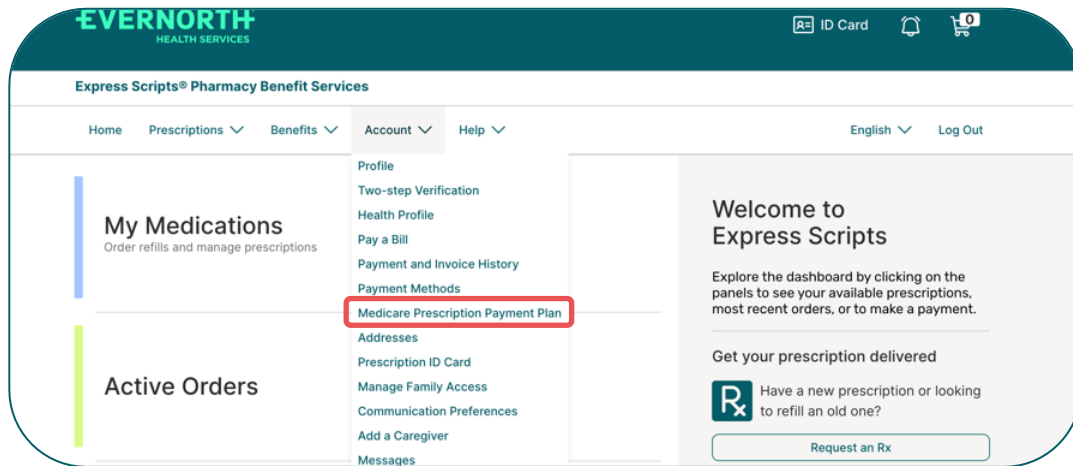
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## MEDICARE PRESCRIPTION PAYMENT PLAN

As part of federal regulations, Medicare offers the option to opt in to a prescription payment plan that splits out-of-pocket costs into smaller monthly payments. To see tools, resources, and frequently asked questions related to the Medicare Prescription Payment Plan, follow these simple steps:

- Click on **Medicare Prescription Payment Plan** in the drop-down menu under Account.
- Navigate the page to see a fact sheet, manage your plan, review answers to questions, and more.



Note: If you've delegated Medicare Prescription Payment Plan, you'll see extra messages on the "Make a Payment" page to guide you to the correct place.

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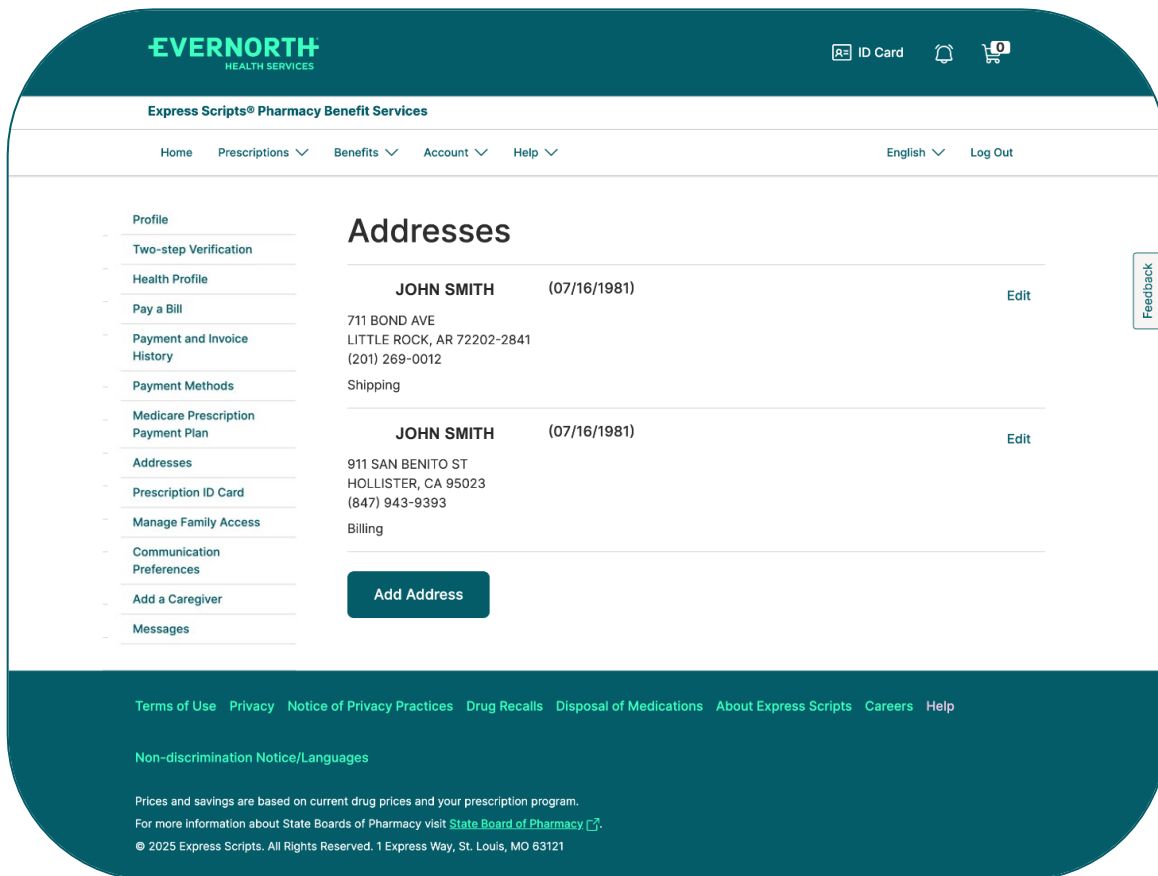
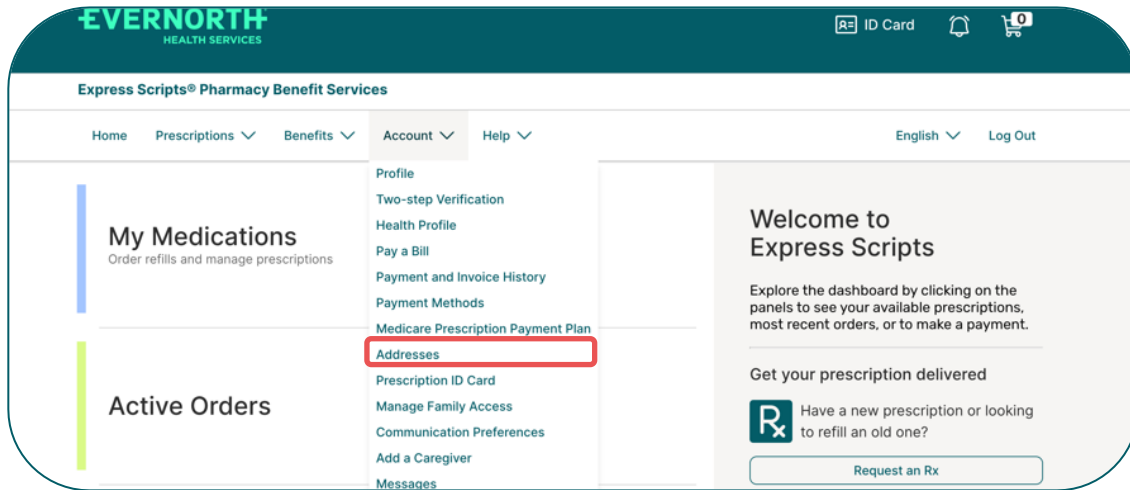
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## ADDRESSES

It's important that we have your correct address on file for mailing and shipping purposes. To add your address:

- Click on **Addresses** in the drop-down menu under Account.
- You can add an address, edit your current address, and identify which address is for shipping or billing if they differ.



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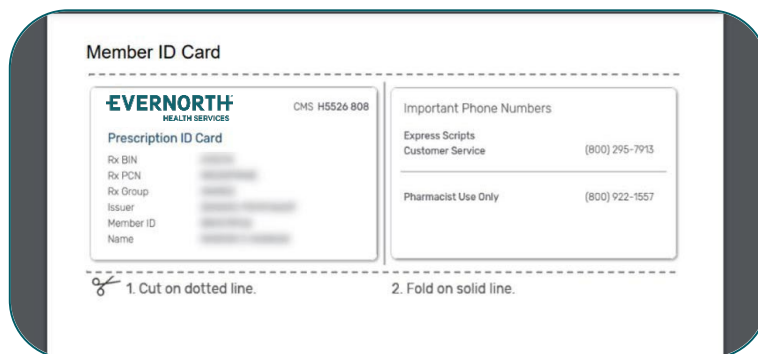
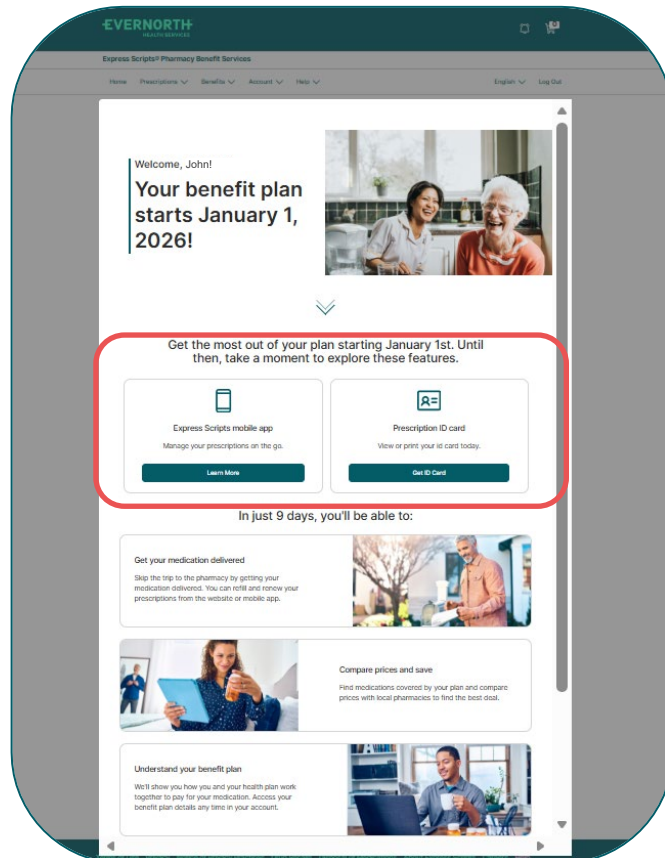
# Express Scripts® Pharmacy Benefit Services

## ID CARD: PRE-BENEFIT

Even before your pharmacy benefit is active, you can register at [express-scripts.com](https://www.express-scripts.com). If you do, you will be able to learn more about:

- The Express Scripts® mobile app
- Your prescription ID card

Note: Certain features and benefit information will not be available until the date your benefits are active. If you've delegated the Medicare Prescription Payment Plan, you'll also see it listed on the pre-benefit page.



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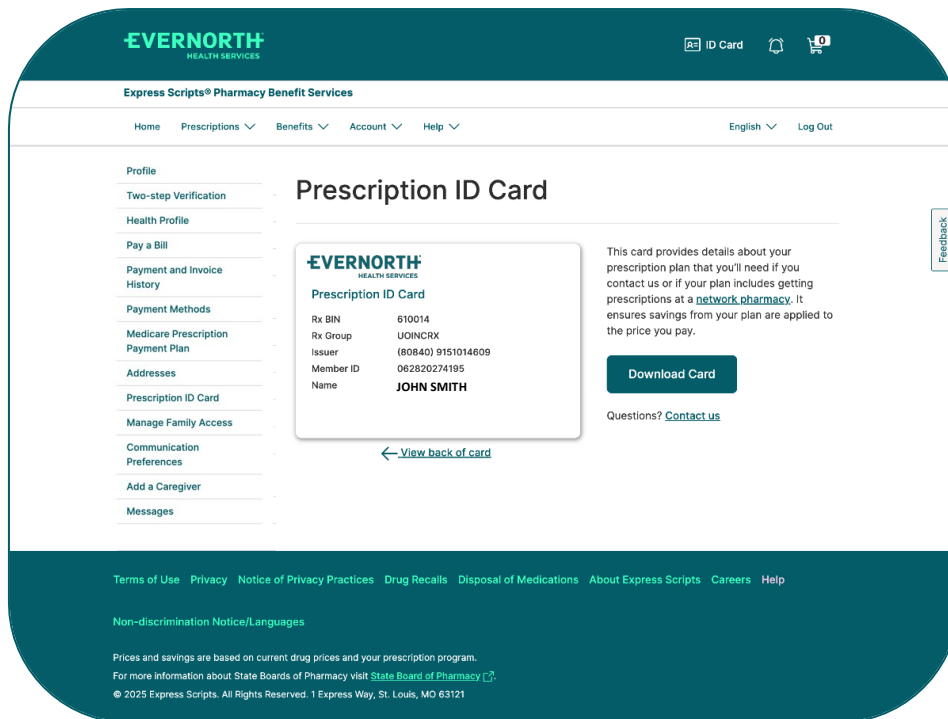
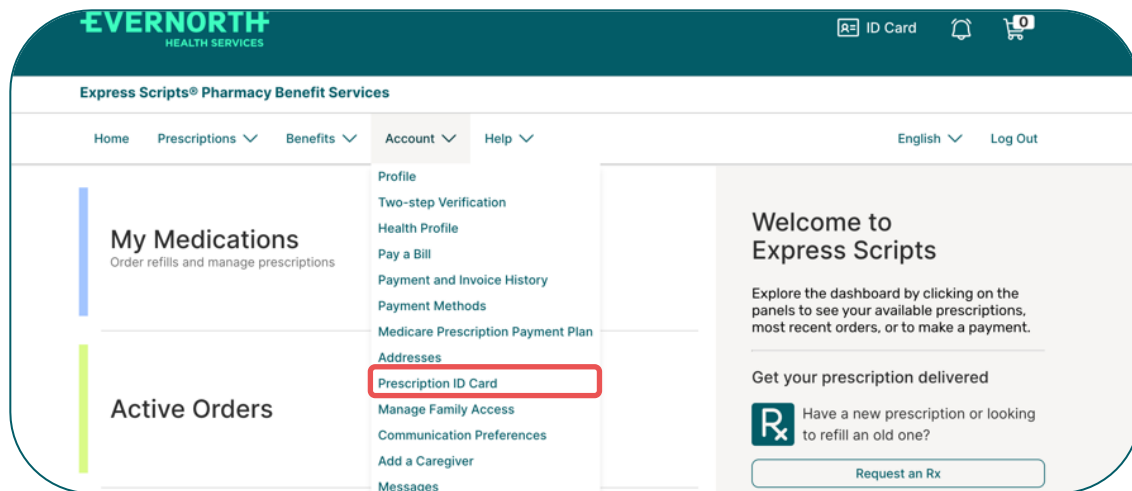
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## ID CARD

You can access your prescription ID card digitally from [express-scripts.com](https://express-scripts.com). Having a prescription ID card on hand has never been easier.

- On the website, you can view both sides of the card, download it and print it to have it right within reach the next time you go to the pharmacy. Click on **Prescription ID Card** in the drop-down menu under Account.
- On the app, you can add your prescription ID card to your Apple Wallet or Google Wallet and show it at the pharmacy.
- You can also call our Contact Center to have your prescription ID card mailed to you.



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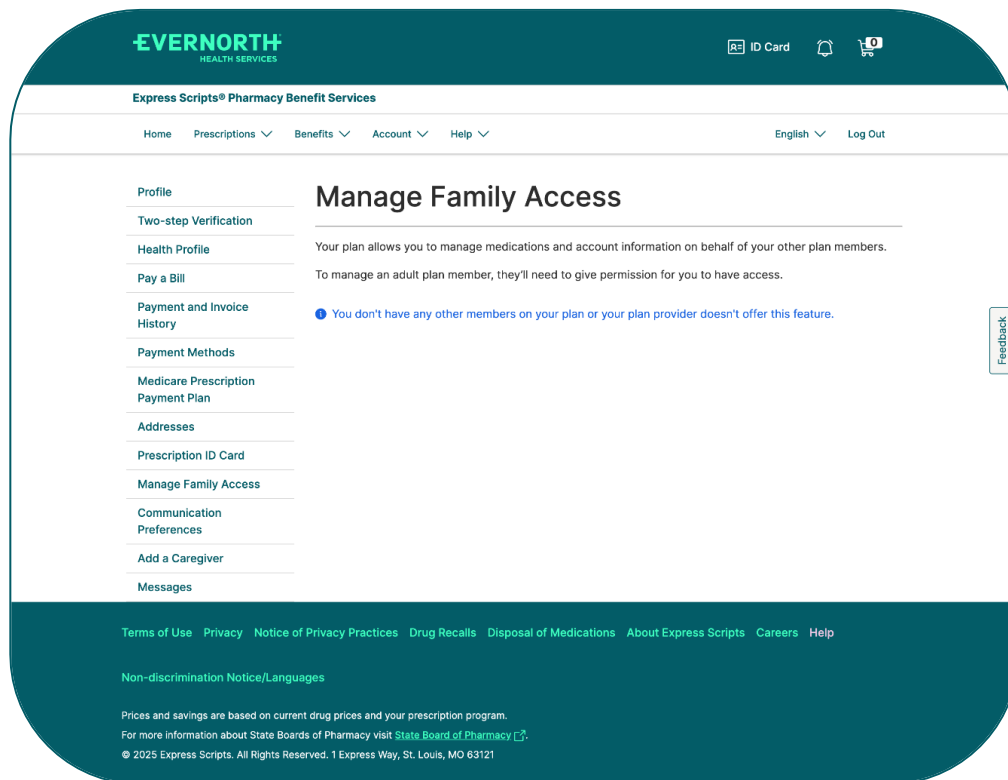
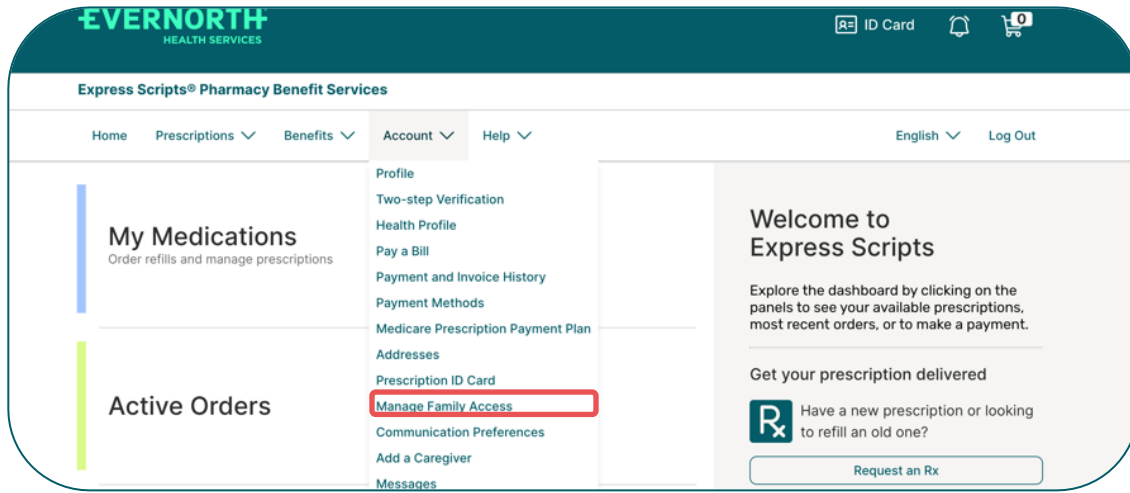
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## MANAGE FAMILY ACCESS

Depending on your plan, you may be able to manage medications and account information on behalf of your dependents or other plan members. To do so:

- Click on **Manage Family Access** in the drop-down menu under Account.
- Add your dependent(s) or other plan members whose information you want to manage.

Note: To manage an adult plan member, they will need to give you permission to access their account. Household members must be 18+ years of age to register and grant access to their information to other adult plan members in the household.



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Manage Family Access  
Communication Preferences

## Manage Family Access

Your plan allows you to manage medications and account information on behalf of your other plan members. To manage an adult plan member, they'll need to give permission for you to have access.

Member Name	I Can Manage	Can Manage Me
John Smith (03/16/1970)	This member hasn't given you access	<input checked="" type="checkbox"/>
Jane Smith (11/01/1997)	This member hasn't given you access	<input type="checkbox"/>
Joe Smith (11/02/2005)	This member hasn't given you access	<input type="checkbox"/>

Save Changes

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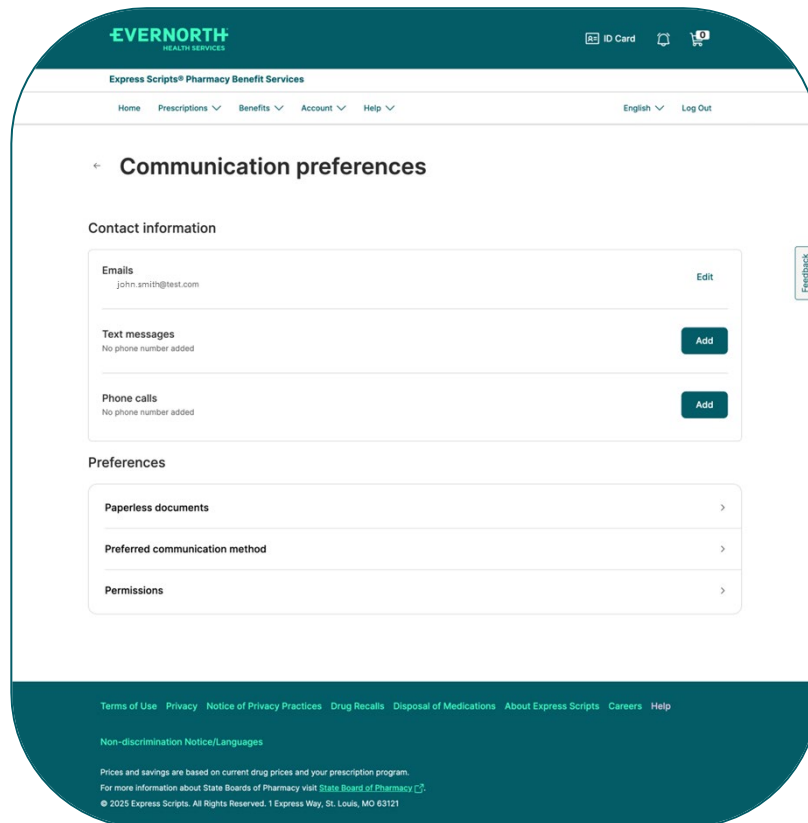
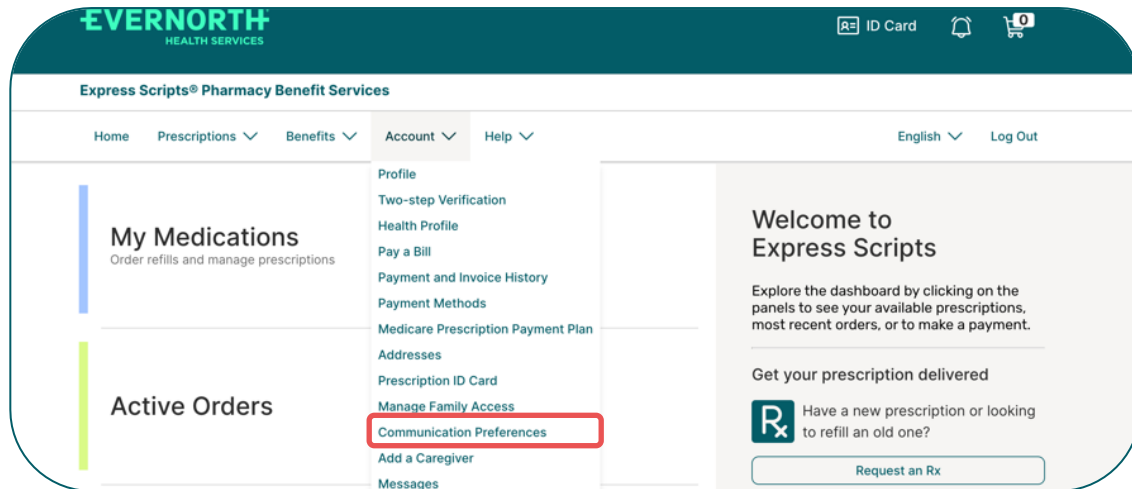
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## COMMUNICATION PREFERENCES

Communication Preferences allow you to choose how you want Express Scripts to communicate to you. To select your preferences, follow these simple steps:

- Click on **Communication Preferences** in the drop-down menu under Account.
- Add your contact information and ensure that your information is up to date.
- Then choose your communication preference(s) through text, email or phone, and if you prefer paperless communication, you can choose that here as well.



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The screenshot shows the 'Preferred communication method' page. At the top, the Evernorth Health Services logo is on the left, and 'ID Card', a notification bell, and a shopping cart icon are on the right. Below the logo is the text 'Express Scripts® Pharmacy Benefit Services'. A navigation bar contains 'Home', 'Prescriptions', 'Benefits', 'Account', and 'Help' on the left, and 'English' and 'Log Out' on the right. The main heading is '← Preferred communication method'. Below this is a form titled 'Choose your preferred communication method'. The form contains a text input field, a note: 'Occasionally, we may need to send you messages that are not available in your preferred communication method.', and three radio button options: 'Email' (selected), 'Text message', and 'Phone call'. Below the options is a link: 'Add a phone number for [text messages](#) or [phone calls](#).' At the bottom of the form are 'Save' and 'Cancel' buttons. A vertical 'Feedback' button is on the right side of the form. The footer contains links for 'Terms of Use', 'Privacy', 'Notice of Privacy Practices', 'Drug Recalls', 'Disposal of Medications', 'About Express Scripts', 'Careers', and 'Help'. Below these are 'Non-discrimination Notice/Languages', a disclaimer: 'Prices and savings are based on current drug prices and your prescription program. For more information about State Boards of Pharmacy visit [State Board of Pharmacy](#)', and a copyright notice: '© 2025 Express Scripts. All Rights Reserved. 1 Express Way, St. Louis, MO 63121'.

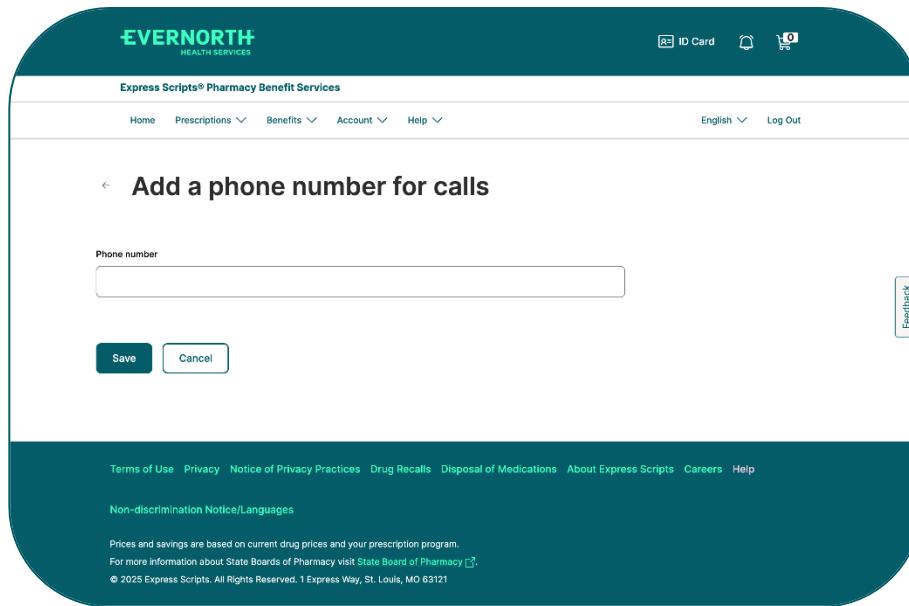
The screenshot shows the 'Add a phone number for texts' page. The header and navigation are identical to the previous page. The main heading is '← Add a phone number for texts'. Below this is a form titled 'Phone number' with a text input field. Below the input field is a blue information box with a blue circle icon containing the text: 'By saving your phone number, you consent to receive text messages about your prescriptions and benefits. Message and data rates may apply. Message frequency varies.' At the bottom of the form are 'Save' and 'Cancel' buttons. A vertical 'Feedback' button is on the right side of the form. The footer is identical to the previous page.

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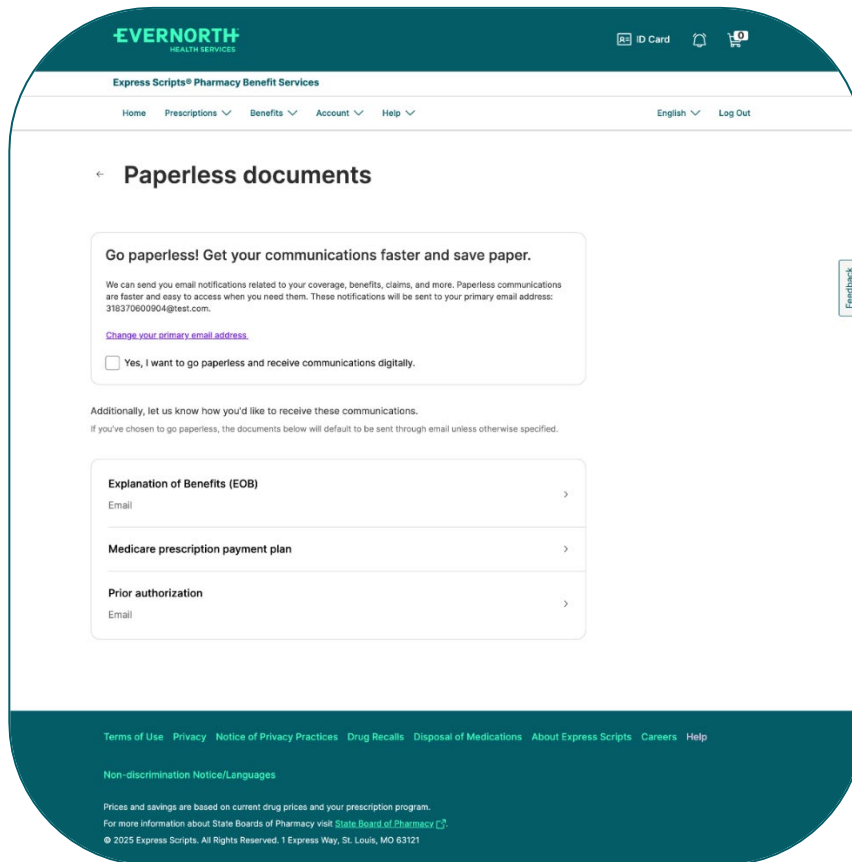
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# Express Scripts® Pharmacy Benefit Services



You can also choose how you would like to receive documents and grant permissions associated with your prescription plan, medications and personal health information.



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## Permissions

### Personal health information

Choose how your personal health information is displayed. This includes medications, claims and other personal medical information.

Show my information in emails  
 Show my information in text messages  
or  
 Do not show my information

Save Cancel

### Prescription updates

Should we fill new prescriptions when we receive them or ask you first? Note that waiting for confirmation may cause shipping delays.

Fill new prescriptions when they're submitted by me or my doctor.  
 Ask me to confirm new prescriptions submitted by me or my doctor.  
 Ask me to confirm new prescriptions submitted by my doctor.

Save Cancel

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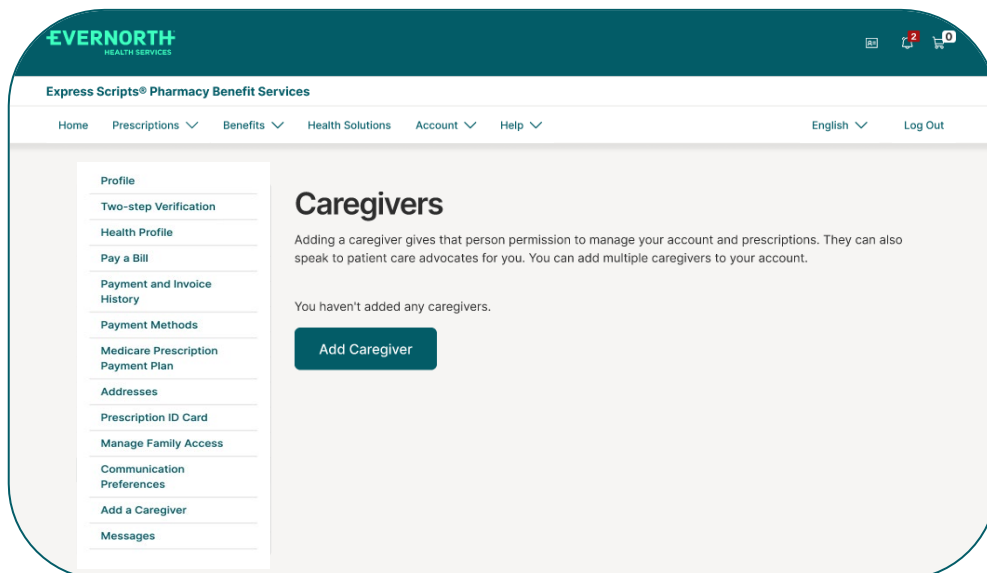
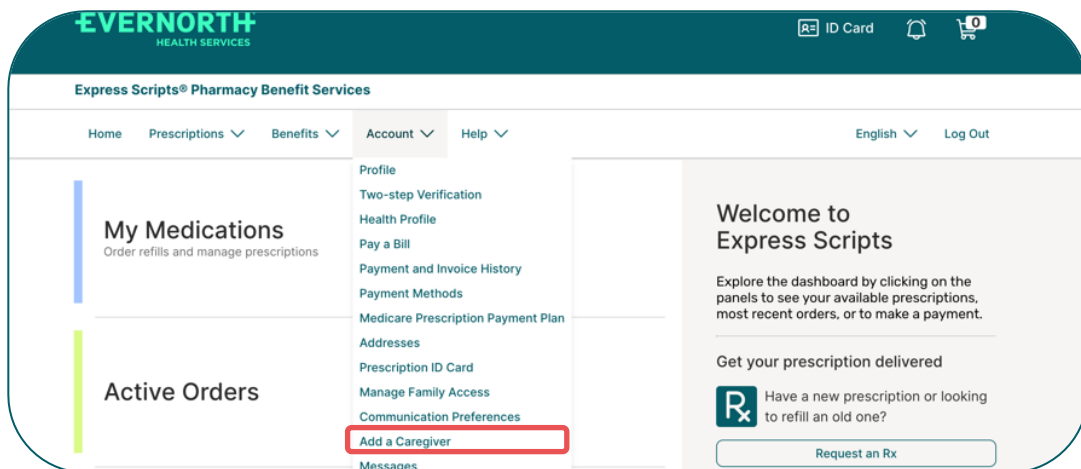
## ADD A CAREGIVER

To authorize a person of your choice to manage your account and medications, you must add that person as a caregiver.

- **To add a caregiver**, please:
  - Click on **Add a Caregiver** in the drop-down menu under Account.
  - Click the Add a Caregiver button on the main page and input their information and an end date.
- **To update a caregiver**:
  - Click Update and edit the information
  - Click Continue, then Confirm Changes.
- **To remove a caregiver**:
  - Click Remove and the End Date field is populated with the date you're making the request.
  - Review the information and click Remove.

A designated caregiver status shows as “active” within 24 hours

Note: If you do not input an end date, the caregiver will remain authorized indefinitely.



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# Express Scripts® Pharmacy Benefit Services

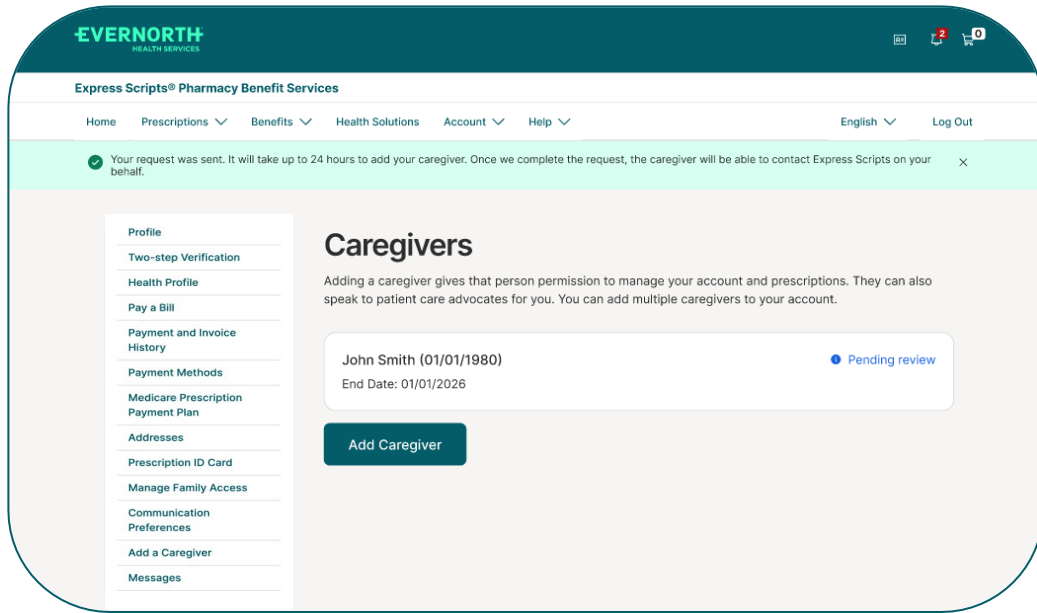
The screenshot shows the 'Add a Caregiver' form in the Express Scripts Pharmacy Benefit Services portal. The page header includes the EverNorth Health Services logo and navigation links for Home, Prescriptions, Benefits, Health Solutions, Account, and Help. A sidebar on the left lists various account management options, with 'Add a Caregiver' highlighted. The main content area is titled 'Caregivers' and includes an introductory paragraph: 'Adding a caregiver gives that person permission to manage your account and prescriptions. They can also speak to patient care advocates for you. You can add multiple caregivers to your account.' The form fields include: First name, Last name, Date of birth (MM/DD/YYYY), Gender (Male/Female), Email address (optional), Phone number (optional), and End date (optional). A checkbox for 'I have read and agree to the Terms and Conditions' is present, and the form concludes with 'Next' and 'Cancel' buttons.

The screenshot shows the 'Confirm Caregiver' screen in the Express Scripts Pharmacy Benefit Services portal. The page header and sidebar are identical to the previous screenshot. The main content area is titled 'Caregivers' and includes the same introductory paragraph. Below the text is a box containing the following information: 'Confirm Caregiver', 'John Smith (01/01/1980)', 'Male', 'johnsmith@gmail.com', '(123) 456-7890', and 'End date: 01/01/2026'. At the bottom of this box are 'Confirm' and 'Edit' buttons.

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# Express Scripts® Pharmacy Benefit Services



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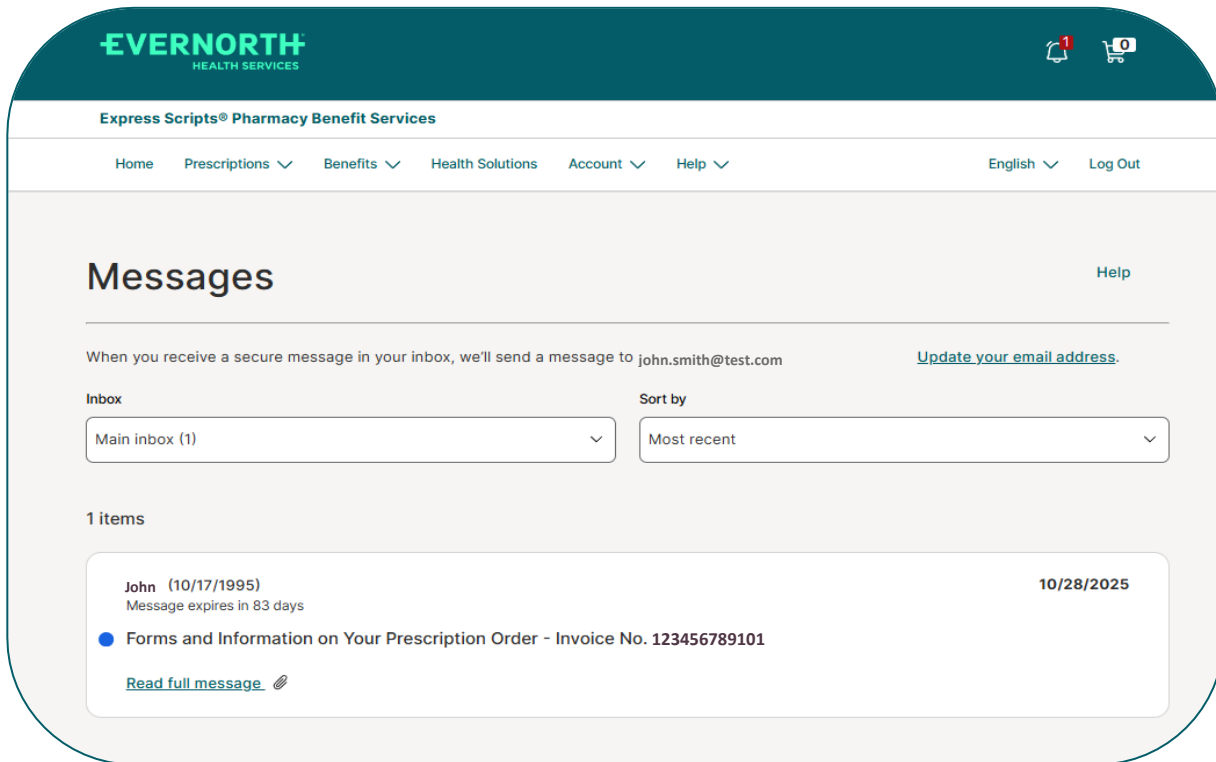
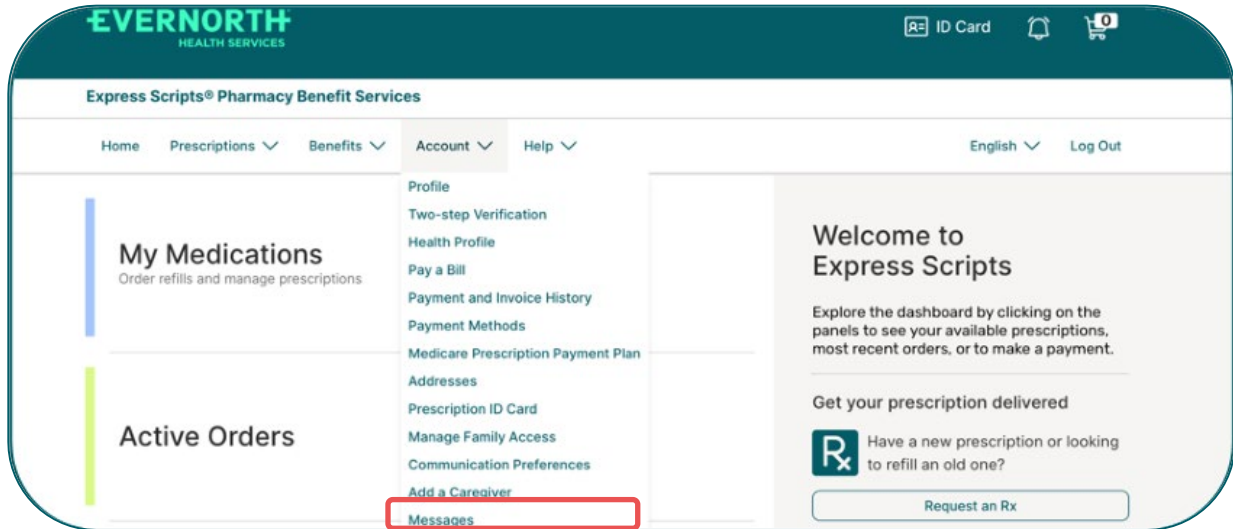
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# Express Scripts® Pharmacy Benefit Services

## MESSAGES

You may have messages about a prescription or even from your plan sponsor regarding your benefit. You'll be able to access them through your member portal. To locate your messages:

- Click on **Messages** in the drop-down menu under Account.  
You will then be able to view messages by member and sort them based on your needs. To open the message, click "Read full message" under the specific message you would like to get more information on.

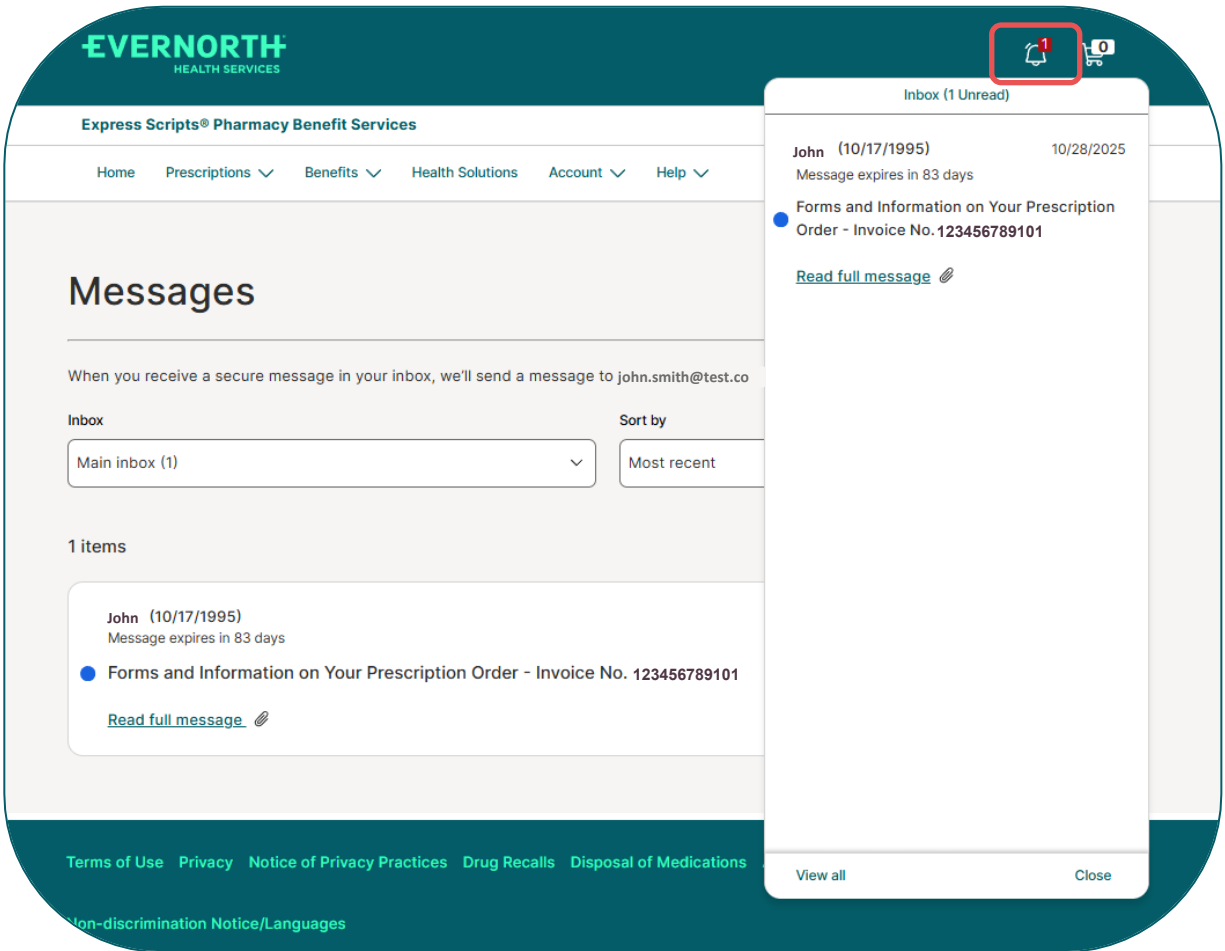


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# Express Scripts® Pharmacy Benefit Services

Alerts about messages will also appear in the bell icon in top right corner of the colored banner, so you can access them multiple ways.



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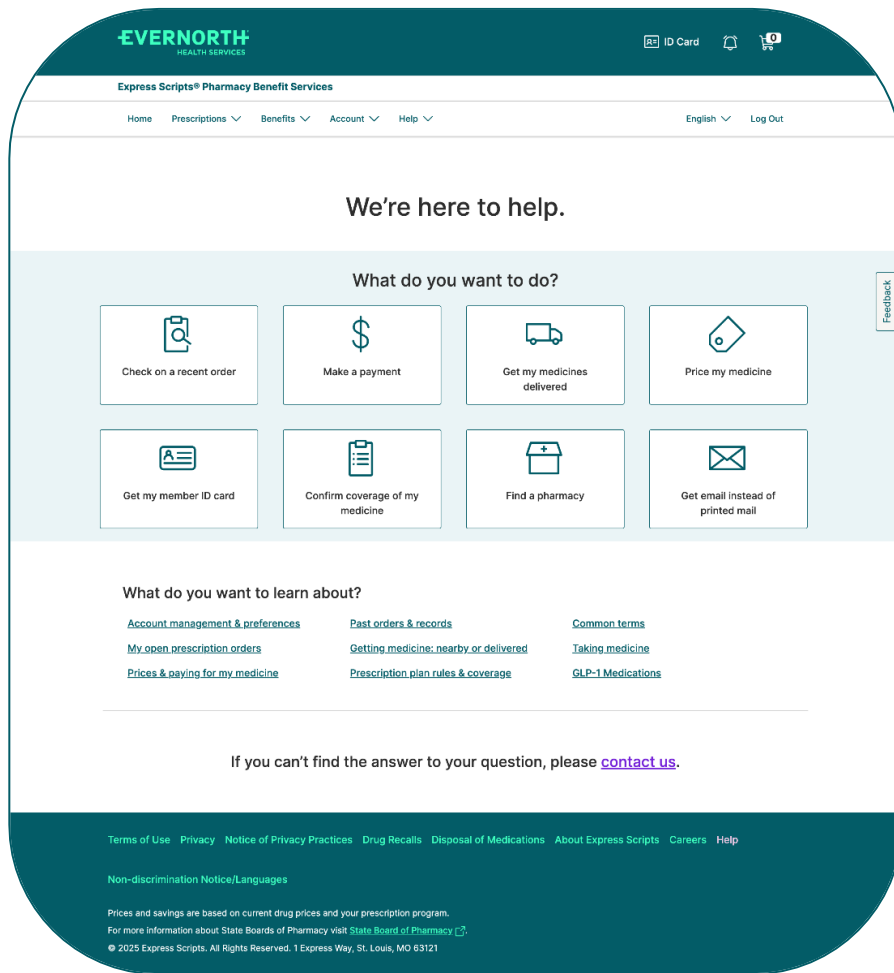
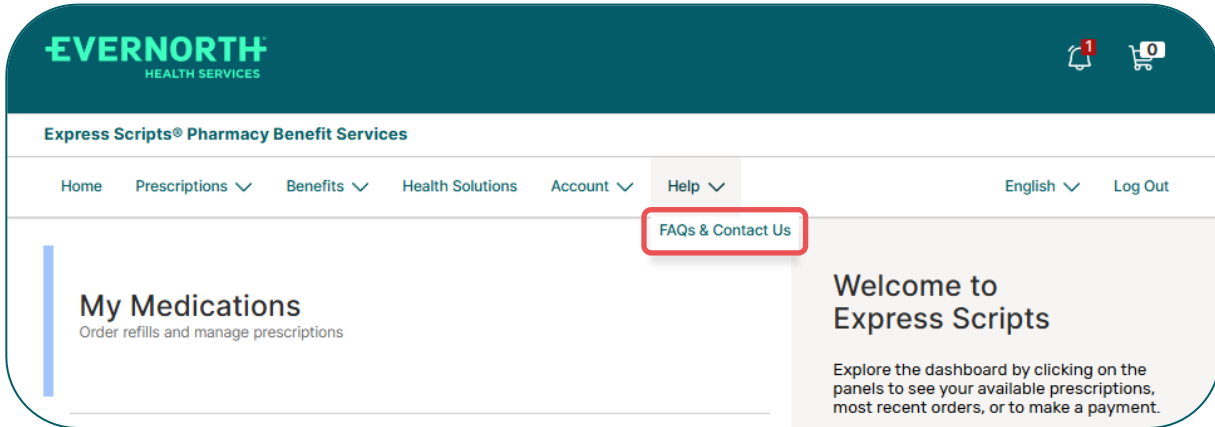
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## FAQS & CONTACT US

Pharmacy benefits play an important role in your health care, and we're here to help make understanding them feel simple and empowering. We have compiled a list of frequently asked questions that are there to assist you whenever you need them. In the event you need more help, our contact information is linked. To navigate to the page,

- Click on **FAQs & Contact Us** in the drop-down Help menu.



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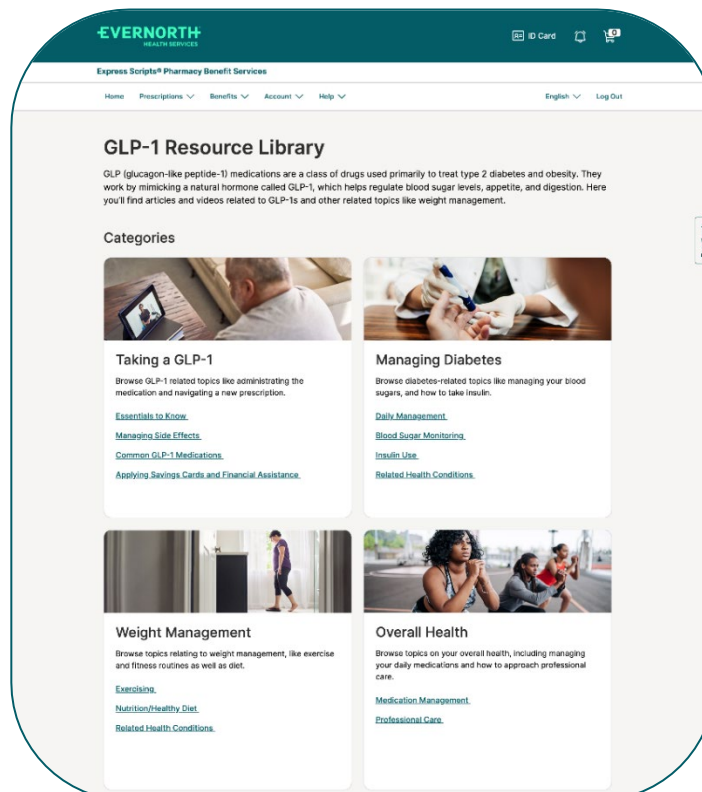
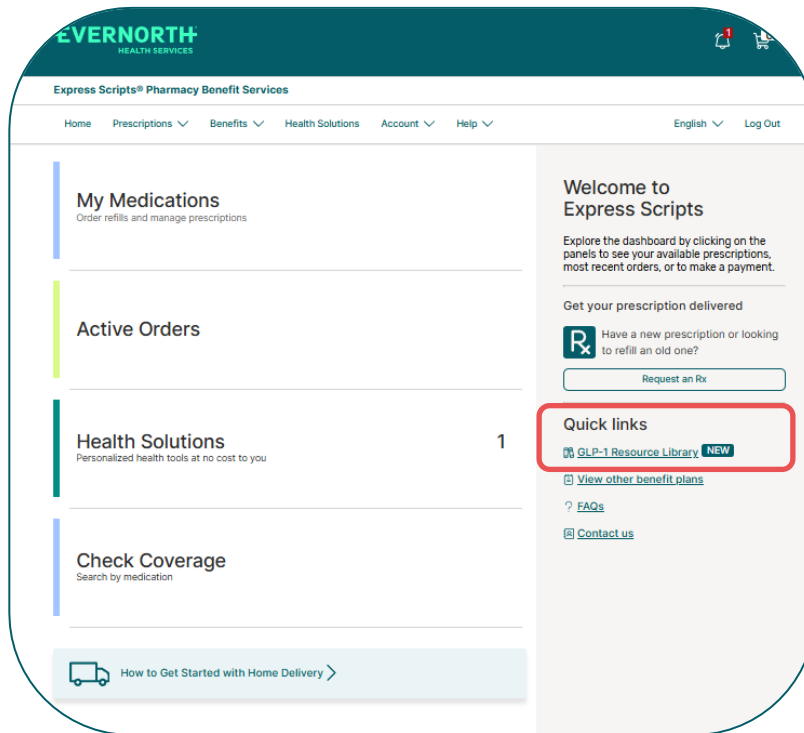
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# Express Scripts® Pharmacy Benefit Services

## GLP-1 RESOURCES

If your plan allows, you can access helpful information about GLP-1 medications by:

- Selecting **GLP-1 Resources Library** under Quick Links on your dashboard
- Review articles, videos, tips, and more about GLP-1 therapies and medications for diabetes, weight loss and overall health.

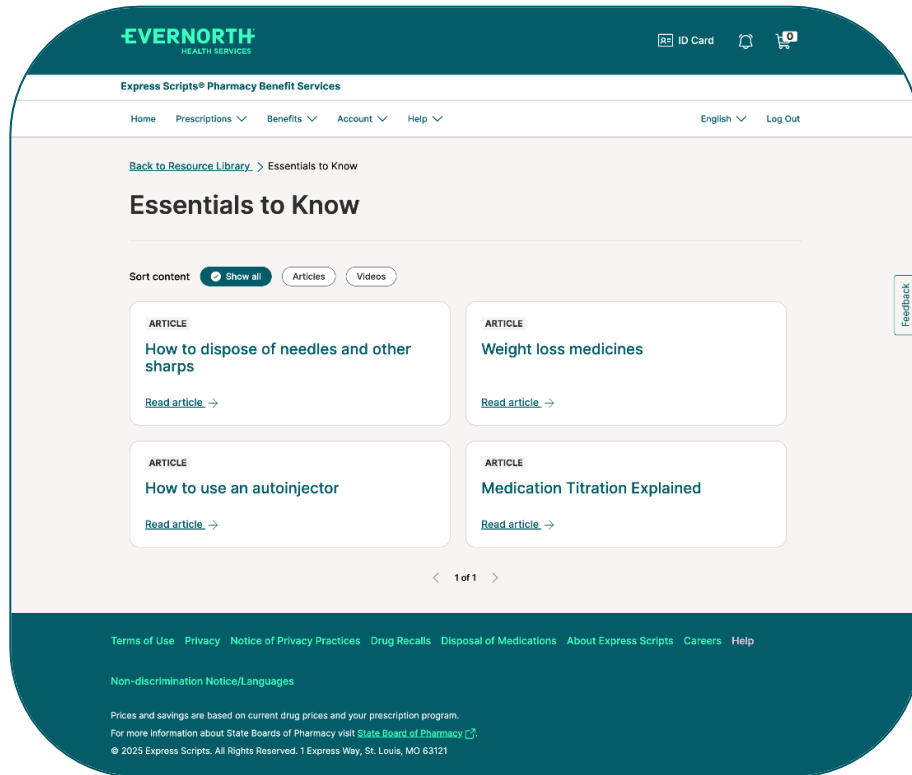


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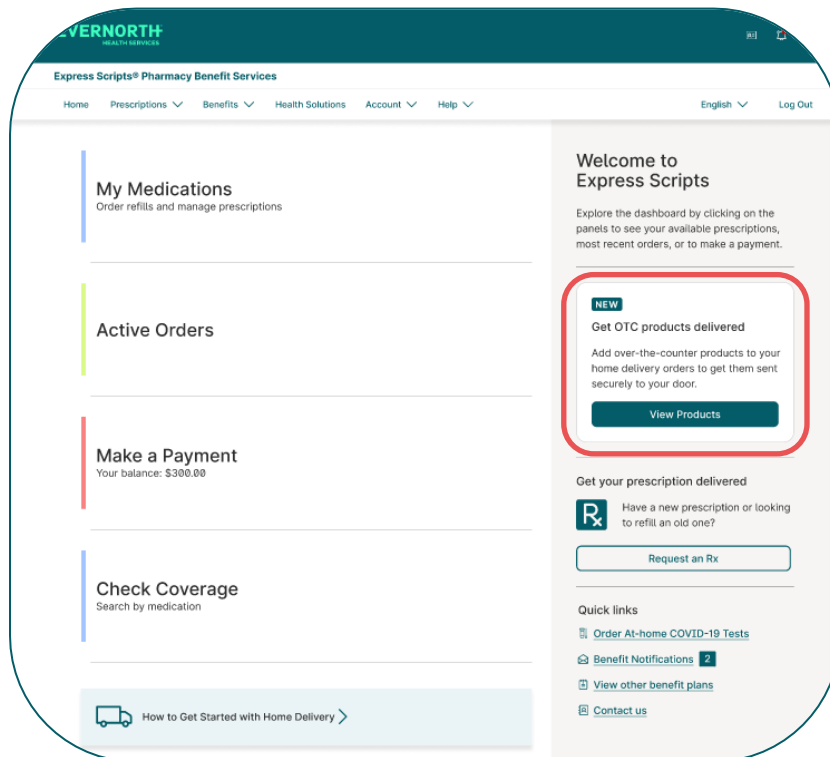
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## OVER-THE-COUNTER (OTC) PRODUCTS

Depending on your plan, you may be able to add over-the-counter products to your home delivery orders to get them with your other medication(s). To do so:

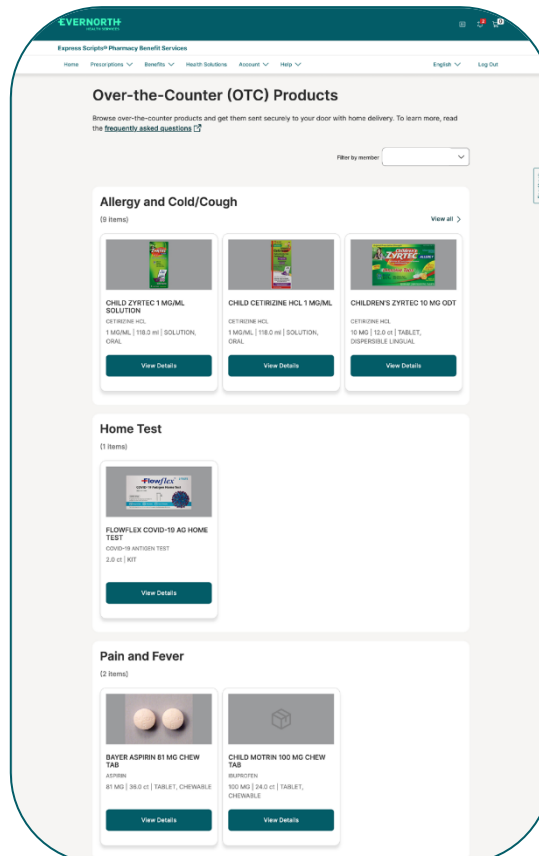
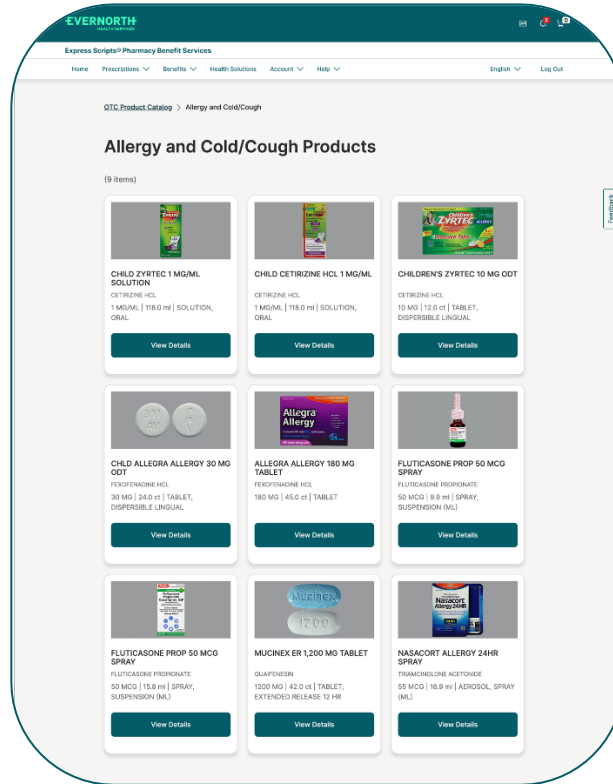
- Navigate to the **Get OTC products delivered** section on your member dashboard.
- Click View Products and browse the list of eligible over-the-counter items, such as vitamins, pain relief or allergy medications.
- Select the products you need and follow the prompts to order.



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**EVERNORTH**

Express Scripts® Pharmacy Benefit Services

Home Prescriptions Benefits Health Solutions Account Help English Log Out

OTC Product Catalog > Allergy and Cold/Cough >

### CHILD ZYRTEC 1 MG/ML SOLUTION

OTC (OTC) 1 MG/ML (118.0 mL) SOLUTION, ORAL

Form: SOLUTION, ORAL  
Drug type: Antihistamines

Cetirizine is an antihistamine used to relieve allergy symptoms such as watery eyes, runny nose, itching, sneezing, itching, and itching. It works by blocking a certain natural substance (histamine) that your body makes during an allergic reaction. Cetirizine does not prevent hives or prevent/treat a serious allergic reaction (such as anaphylaxis). If your doctor has prescribed epinephrine to treat allergic reactions, always carry your epinephrine injector with you. Do not use cetirizine in place of your epinephrine.

If you need immediate access to this product, please go to your local retail pharmacy to purchase it.

\$20.98

Quantity:

**Add to Cart**

**About this product**

- Disclaimer
- Uses
- How to Use
- Side Effects
- Precautions
- Drug Interactions
- Overdose
- Notes
- Missed Dose
- Storage

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