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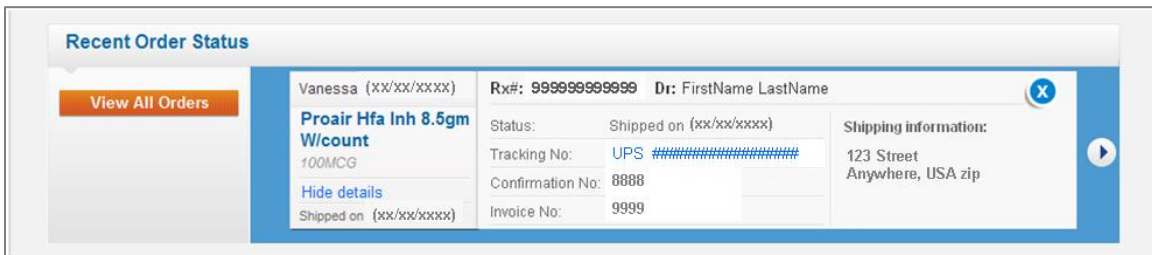
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How do I check order status?

The main page of the website works like a dashboard – displaying what you need to see right up front. You'll see recent order status at the top of the page, showing the drug name and shipping status. Click on **View details** for more information, including the prescription number, doctor's name and a direct link to track shipping, if applicable. Don't see an order? Be sure to click the arrow on the left to scroll from side-to-side through all recent orders. To get the status for all your orders, simply click the **View All Orders** button on the left.

How do I order prescriptions?

The main page of the website works like a dashboard – displaying what you need to see right up front. Available prescriptions are displayed just below Order Status. You will see all prescriptions for you and any household members who have allowed you to view their information. Simply click **Add to Cart** to refill or renew each of the medications. For more information about a particular prescription, click **View details**. **View Rx History** provides you with a quick view of recent prescription history.

The screenshot shows the 'Prescriptions' dashboard for a user named Vanessa. It features a search bar at the top right labeled 'Search By Rx Number' with a 'Go' button. Below the search bar, there are four medication cards. The first card is for 'lisinopril tabs' (100MCG) with a 'Refill past due' warning and an 'Add to Cart' button. The second card is for 'Proair Hfa Inh - 8.5gm W/count' (100MCG) with a 'Refill now' button and an 'Add to Cart' button. The third card is for 'metformin tabs' (100MCG) with a 'Refill now' button and an 'Add to Cart' button. The fourth card is for 'Nasonex' (100MCG), marked as 'Retail Pharmacy', with a 'Last refill on' date and a 'Transfer to Home Delivery' button. On the left side, there are links for 'View Rx History' and 'View Rx Archive'.

The screenshot shows the shopping cart with three items. At the top, there is a cart icon with '3 Items' next to it. The items listed are: 'Lisinopril 5mg tablet' (Rx# 123456789012) with a 'Remove' button; 'Zocor 40mg tablet' (Rx# 123456789012) with a 'Remove' button; and 'Levothyroxine 100mcg tablet' (Rx# 123456789012) with a 'Remove' button. A green 'Checkout' button is located at the bottom of the cart.

To review the items you added to the cart, move your cursor over the shopping cart, located in the top right-hand corner on every page, and a box will display showing what is in your cart. Click **Checkout** whenever you're ready to complete the order process.

How do I transfer my prescriptions to home delivery?

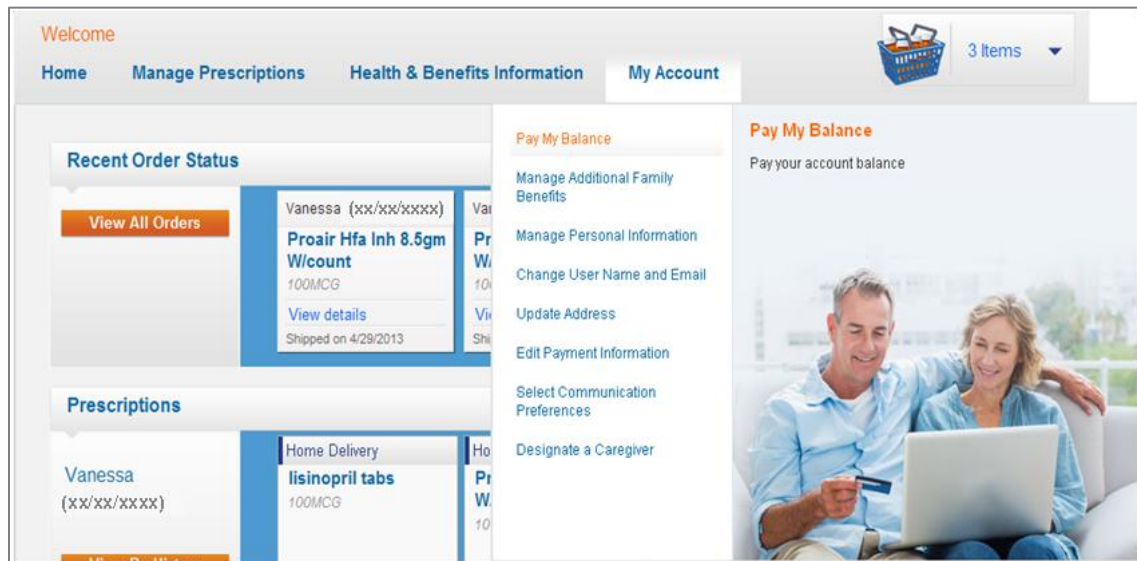
Prescriptions you currently fill at a retail pharmacy are clearly marked in the **Prescriptions** area. Those that are eligible can easily be transferred to home delivery by clicking the **Transfer to Home Delivery** button.

The screenshot shows the 'Prescriptions' dashboard with details for 'Nasonex' (100MCG). The card is marked as 'Retail Pharmacy' and shows '20 days left' with a pill bottle icon. It includes a 'Transfer to Home Delivery' button. The 'Actions available' section on the right includes 'Worry-free Fills' (Automatic refills for this prescription is available. To review all medications set to receive automatic refills or to request automatic refills for other eligible prescriptions, visit the [Worry-free Fills center now](#).) and 'My Rx Choices' (Find available savings opportunities for this prescription. Learn more.). Below the card, there is a table of medication details:

Refills remaining:	4
Days supply:	90
Quantity:	90
Doctor:	First Last
Next refill:	Jun 20, 2013
Expiration:	Apr 17, 2014
Last ordered:	Apr 22, 2013

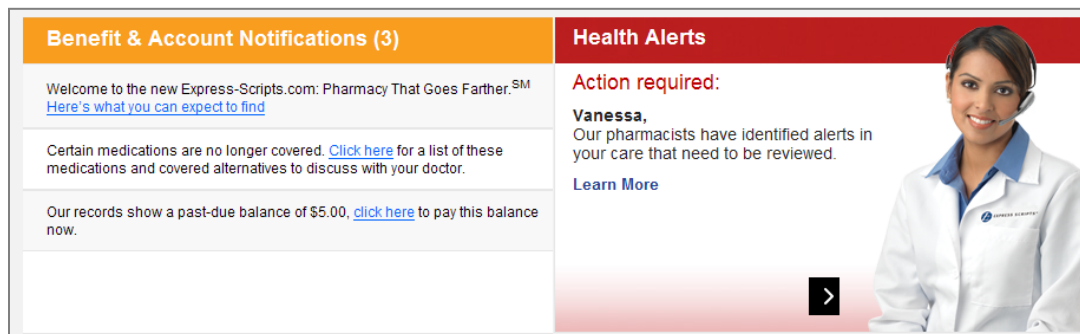
How do I find all the features available to me on the new site? Has anything gone away?

The new site still includes all the great features you used before, just organized in an easier-to-use way. Instead of a menu along the left side of the page, you can find all site features within main categories located across the top of the page. When you move your cursor over these categories, a drop-down menu appears, listing all the actions you can take. Just select which area of the site you want, such as **Pay My Balance** in the example below.



Where can I find messages and notifications?

Scroll down the dashboard to the section titled **Benefit & Account Notifications**. This is where you will find important information regarding your pharmacy benefit.



Will the website enhancement affect my Express Scripts mobile app?

The enhancements to the website will not affect your Express Scripts mobile app*. Continue to log in with the same user name and password. If you are new to our mobile app, simply go to your mobile device's app store, search for **Express Scripts**, and download it for free. No need to re-register if you are already using the website – simply log in with your existing user name and password.

*The Express Scripts mobile app is available to members using the following mobile devices:

Apple devices: iPhone® 4/4s/5/5s/5c, iPad®; Android OS: 2.3 and later; Windows Phone: all Windows 8 devices; BlackBerry devices: Bold/Tour (OS 4.5 and later), Curve/Curve 2 (OS 4.5 and later) and Storm/Storm 2 (OS 4.7 and later).

How can I view and fill prescriptions for my spouse, children or other dependents?

If your prescription plan provides the Household View option for all adult members, you should be able to view and fill prescriptions for every adult household member who has registered separately and enabled this option. Because Express-Scripts.com provides enhanced privacy for all adults in your household, **each adult in the household can control whether his or her information can be viewed by others.**

NOTE: Household view is not available for Medicare Part D plans, which are individual benefits.

- **Each member over age 18 must register separately.** If your prescription plan includes the Household View option, adults who register on Express-Scripts.com will be prompted to choose whether to enable Household View. If you enable this option, you will be able to view prescription history, place medication orders and more for any adult in your household who has also enabled the Household View option.
- **If you are the primary cardholder,** you will be able to view and fill prescriptions for your minor dependents as soon as you register. If you enable Household View, your spouse or domestic partner will also be able to view prescription information for you and your minor dependents and fill prescriptions for those dependents.

NOTE: If your minor dependent has turned 18 since you registered on this site, you will no longer be able to view his or her medications or order prescriptions on his or her behalf until he or she registers on this website separately and enables Household View.

- **Adult members can enable Household View at any time after registration** as long as an eligible prescription appears on their account. **NOTE:** Under some circumstances, members may need to enter a prescription number during registration to get access to all of the features needed to enable Household View.

To enable Household View after registration:

1. Select "Manage Personal Information" under **My Account** in the main navigation menu.
2. In the upper right corner of the "Personal preferences" box, click **Edit preferences.**
3. In the "Update your personal preferences" window, mark the checkbox by your spouse or partner's name and any adult dependents with whom you wish to share your information, if applicable.

Access to information for an adult member will remain in effect until that person disables Household View by changing his or her online account settings.

How can I enable or disable the Household View option after I have registered?

After registration, you can enable or disable the Household View option at any time.

NOTE: Household view is not available for Medicare Part D plans, which are individual benefits.

To enable Household View after you've registered:

1. Select "Manage Personal Information" under **My Account** in the main navigation menu.
2. In the upper right corner of the "Personal preferences" box, click **Edit preferences.**
3. In the "Update your personal preferences" window, change your Household View setting by marking the selection box for your spouse or partner and any adult dependents with whom you wish to share your information under "Household view: Share your prescription information."
4. Click **submit changes** to enable Household View, permitting these adult household members to view your prescriptions and order on your behalf.

To disable Household View after you've registered:

1. Select "Manage Personal Information" under **My Account** in the main navigation menu.
2. In the upper right corner of the "Personal preferences" box, click **Edit preferences**.
3. In the "Update your personal preferences" window, clear the selection boxes for any adult dependents with whom you no longer wish to share your information.
4. Click **submit changes** to disable Household View.

How can I view my spouse's or domestic partner's prescription history?

If your prescription plan provides it, you can use view the prescription history for your spouse or domestic partner through the Household View option. When Household View is enabled by your spouse or partner, you can also order and refill prescriptions for your spouse or partner.

If your prescription plan does not provide the Household View option, or if your spouse or partner does not register separately and enable this option, you will not be able to view his or her prescription information.

NOTE: Household view is not available under Medicare Part D plans, which are individual benefits. Your spouse or partner must be an Express Scripts member in order to enable Household View and must first register with this site. Your spouse may enable Household View either during or after registration.

To enable Household View for a spouse or partner after registration:

1. Select "Manage Personal Information" under **My Account** in the main navigation menu.
2. In the upper right corner of the "Personal preferences" box, click **Edit preferences**.
3. In the "Update your personal preferences" window, change the Household View setting by marking the selection box for your spouse or partner under "Household view: Share your prescription information."
4. Click **submit changes** to enable Household View. This will enable you to view your spouse or partner's prescription information and to order medications for him or her.

I can't see prescriptions for other adults in my household. How can I view their information?

If your prescription plan provides it, you can view the prescription history for your spouse or domestic partner and adult dependents age 18 and older, check their order status, receive their email notifications, and more by enabling the Household View option. If you are the primary cardholder, you can also allow information on minor dependents to be visible to your spouse or domestic partner by enabling Household View.

If your prescription plan does not provide the Household View option, or if other adult members of your household do not register separately and enable the option, you will not be able to view prescription information for those members.

Access to Household View may be limited in your benefit plan. If your minor dependent has turned 18 since you registered with our site, you will no longer be able to view or order on his or her behalf unless he or she registers on this website separately and enables Household View.

NOTE: Household view is not available for Medicare Part D plans, which are individual benefits.

If I grant permission to members of my household to view my prescriptions, can they do anything else?

Enabling the Household View option for other adult members of your household allows them to request changes to your current prescriptions. They may ask your doctor to prescribe substitute medications that have the same active ingredients, or to prescribe other medications that contain different active ingredients but provide the same or similar effects. They can also change the pharmacy through which you receive your medications.

NOTE: Household view is not available for Medicare Part D plans, which are individual benefits.