

Mobile App User Guide

This guide will help you use the mobile application features and functions needed to manage your pharmacy services. More information on your benefit can be accessed via the member website at express-scripts.com.

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GET THE MOST OUT OF THIS GUIDE

We know health care can be overwhelming.

As your pharmacy benefit manager, Express Scripts by Evernorth® 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 on the Express Scripts® mobile application.

- Can't-lose-it digital ID card. Keep your ID card on you 24/7 with an online account at 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.
- 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.

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 by Evernorth is a champion for accessibility at express-scripts.com/accessibility.

While this guide is an expansive look into the mobile app, we recommend also registering or logging in to the Express Scripts mobile app to explore your own pharmacy benefits.

Create your online account today with Express Scripts, your AM/PM/PBM. Download our mobile app, visit express-scripts.com or scan the QR code.



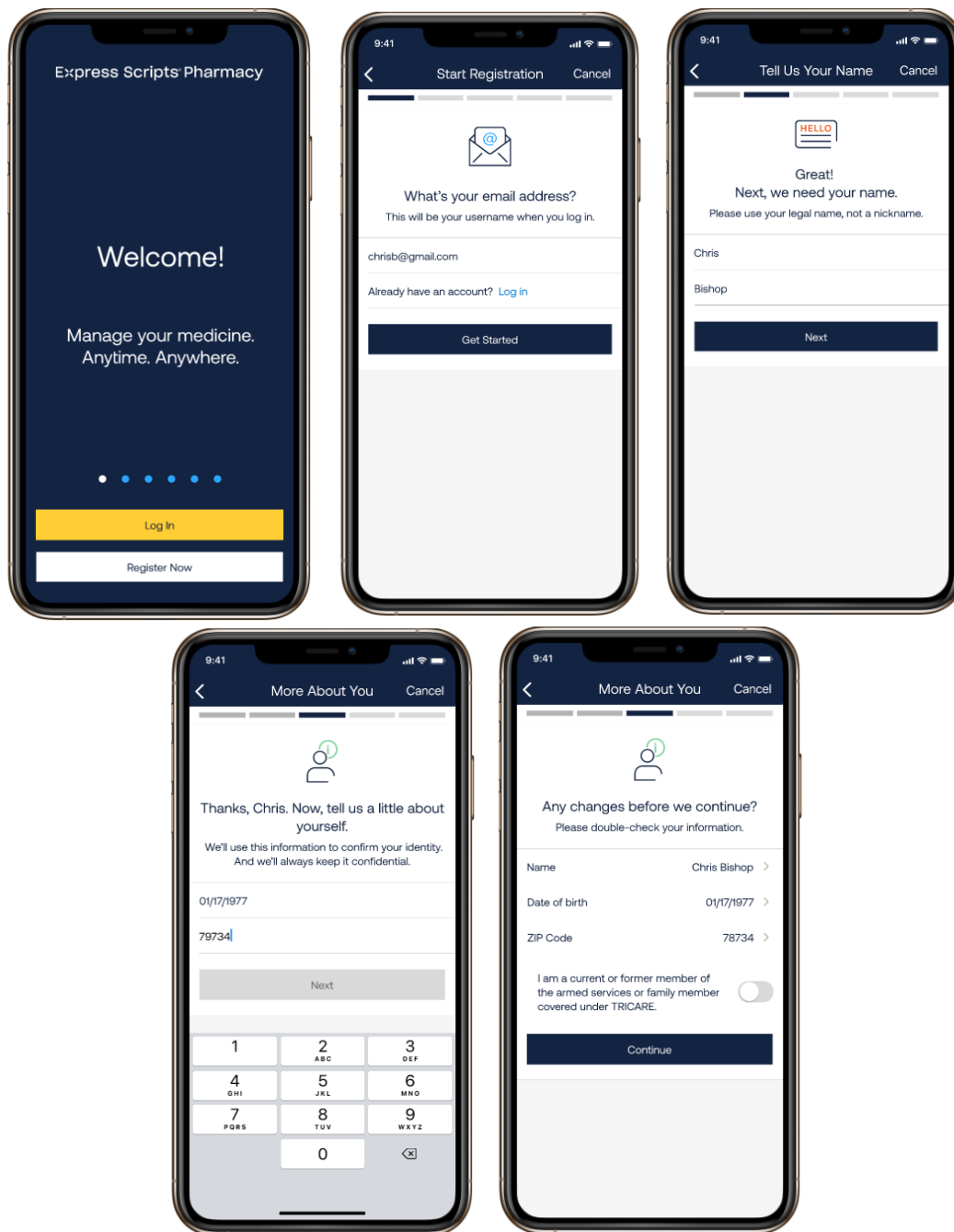
Note: The mobile app is subject to change at any time. Not all features listed in this guide are available for all plans; check express-scripts.com for your prescription plan when your coverage begins. For specific questions about your coverage, please click on the More menu, then on Contact Us, located in the bottom menu of the app, after logging in.



REGISTER NOW

If you do not have an account set up, you can register on the mobile app's Welcome page. To register:

1. Touch Register Now
2. Enter your preferred email address and touch Get Started
3. Enter your legal first and last name, date of birth, and ZIP code
4. Review your information and press Continue to proceed to the next step



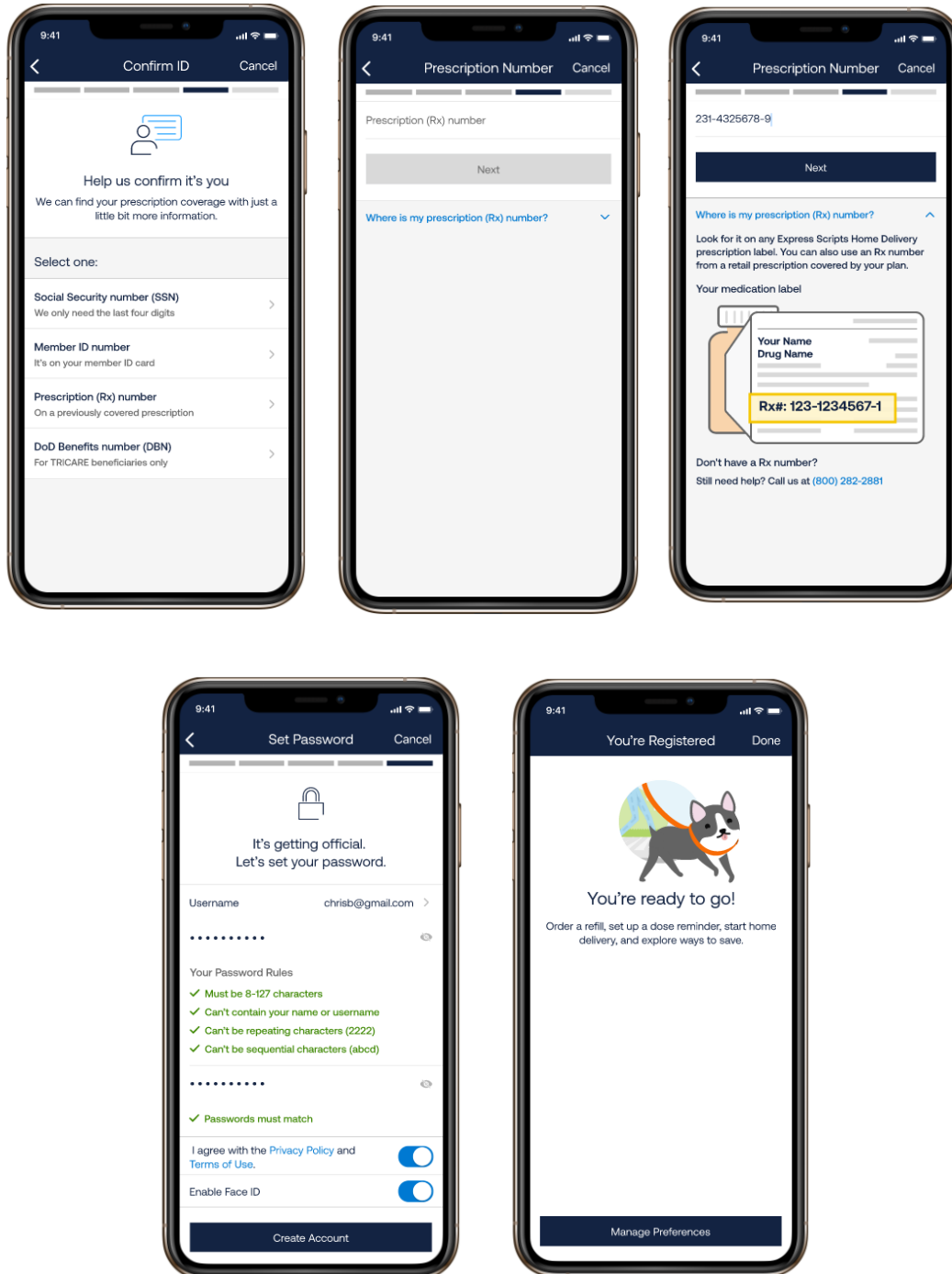
LAST UPDATED: 10/11/24

This guide is meant to represent most benefits. There are some features shown that may not apply to your specific benefit



After confirming your personal information, you will be asked to verify your identity via Social Security number (SSN), Member ID number, or your Prescription (Rx) number. You will then be prompted to:

1. Create your username and password
2. Agree to our Privacy Policy and Terms of Use
3. Enable Face ID or Touch ID, if you would like
4. And finally, touch Create Account



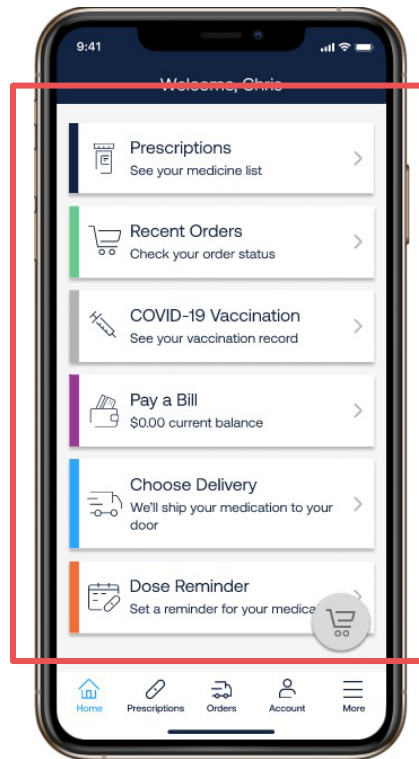
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MEMBER DASHBOARD

Once you are logged in, the first page you see on the mobile app is the Member Dashboard. On the dashboard, you can take a variety of actions, including viewing your medication list and recent orders, paying a bill and more. At any time during your experience within the mobile app, you can return to the Member Dashboard by selecting Home.

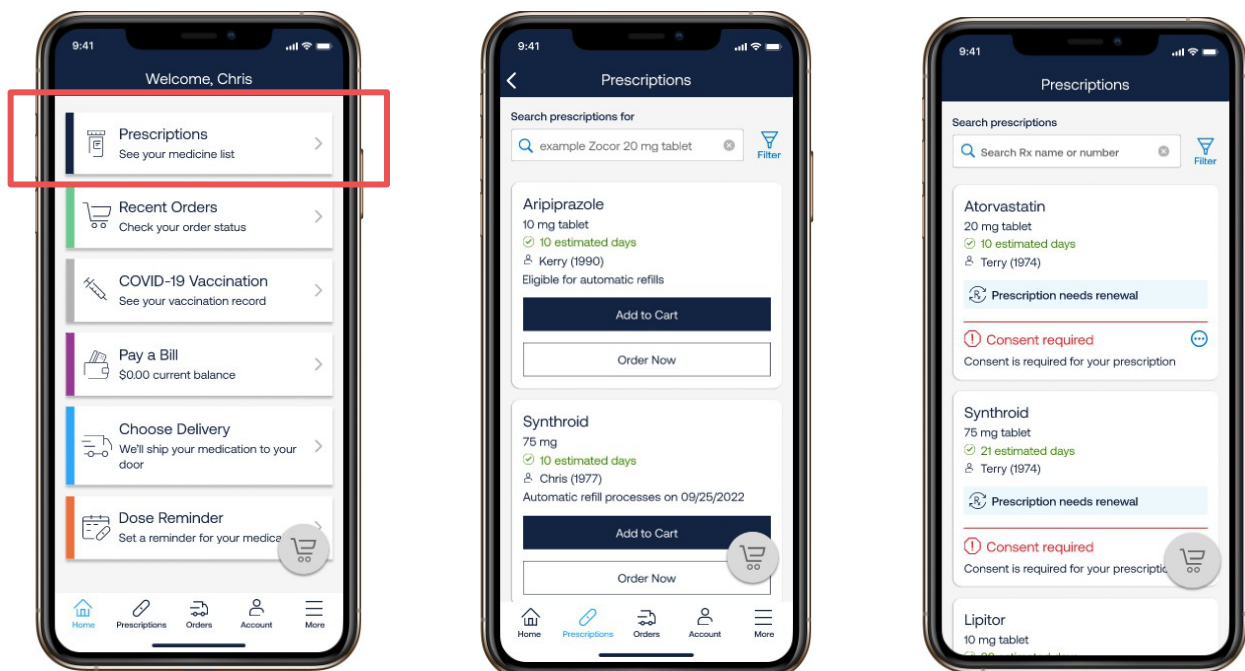




PRESCRIPTIONS

You can take a variety of actions, including viewing your medication list, by touching Prescriptions. From there, you can add medications to the cart or touch Order Now to immediately order a fill of one medication. You can see:

- The estimated number of days you have left of your current medication
- If your medication is eligible for automatic refills
- When your automatic refill will process
- If the prescription for your medication needs to be renewed



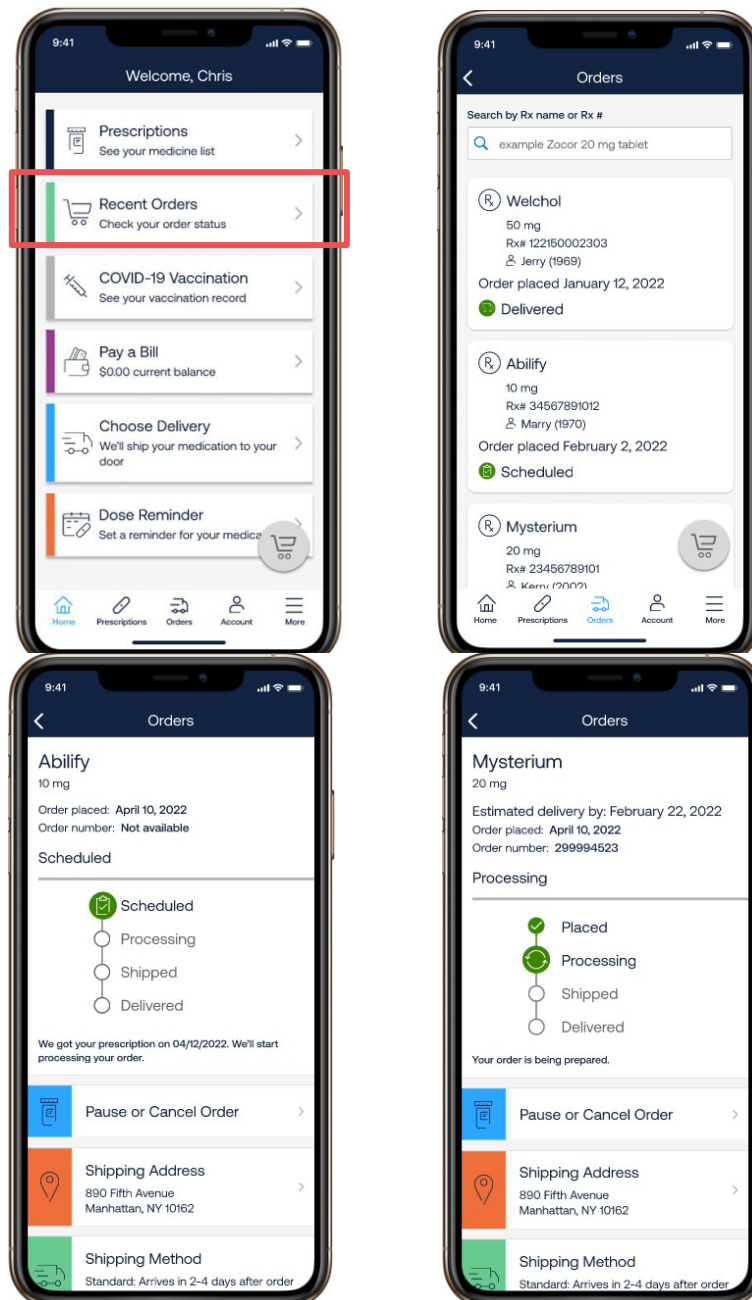


RECENT ORDERS

You can also use the dashboard to view recent orders. You will be able to see the summary and status of your orders and select specific orders to see what stage your order is in, including:

- Scheduled
- Processing
- Shipped
- Delivered

You can also pause or cancel your order and view your shipping address and shipping method.



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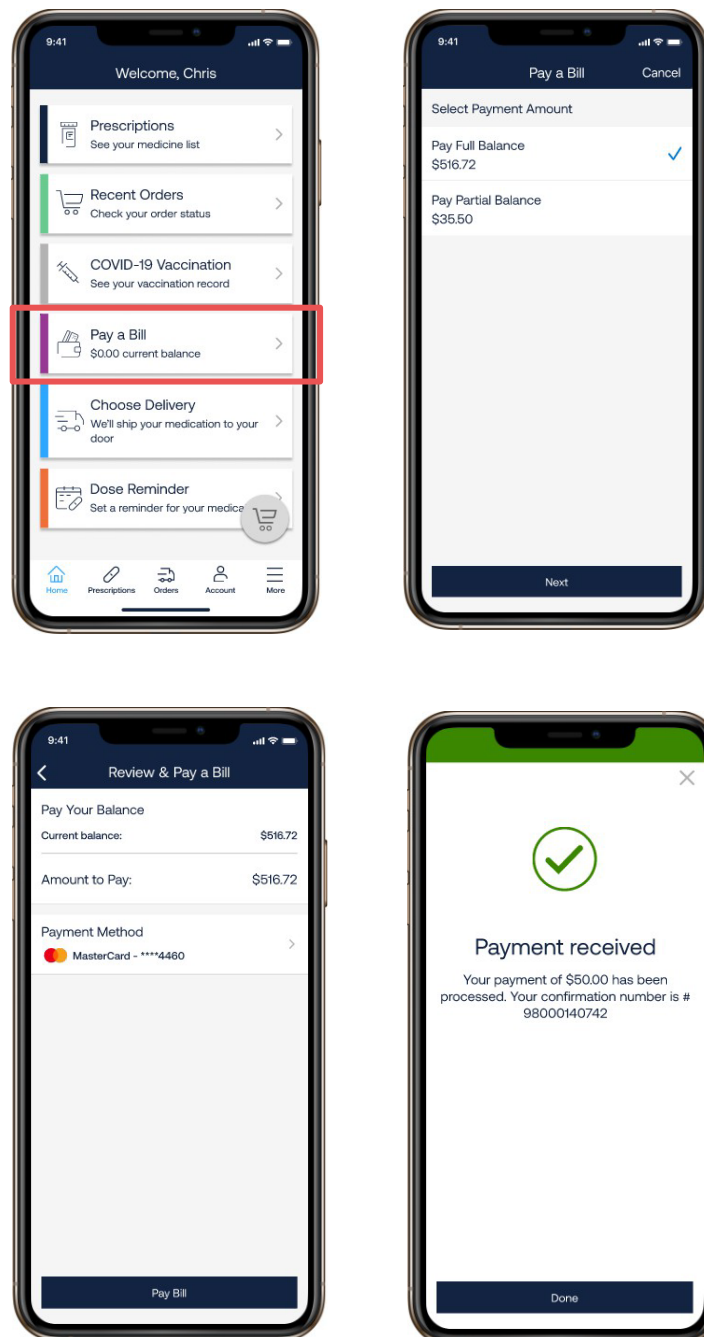


PAY A BILL

You can easily pay your bill by:

1. Touching Pay a Bill on the dashboard
2. Selecting the payment amount (full or partial)
3. Reviewing the chosen amount and payment method

Once submitted, you will receive a message alerting you that your payment was received, along with a confirmation number for your records.



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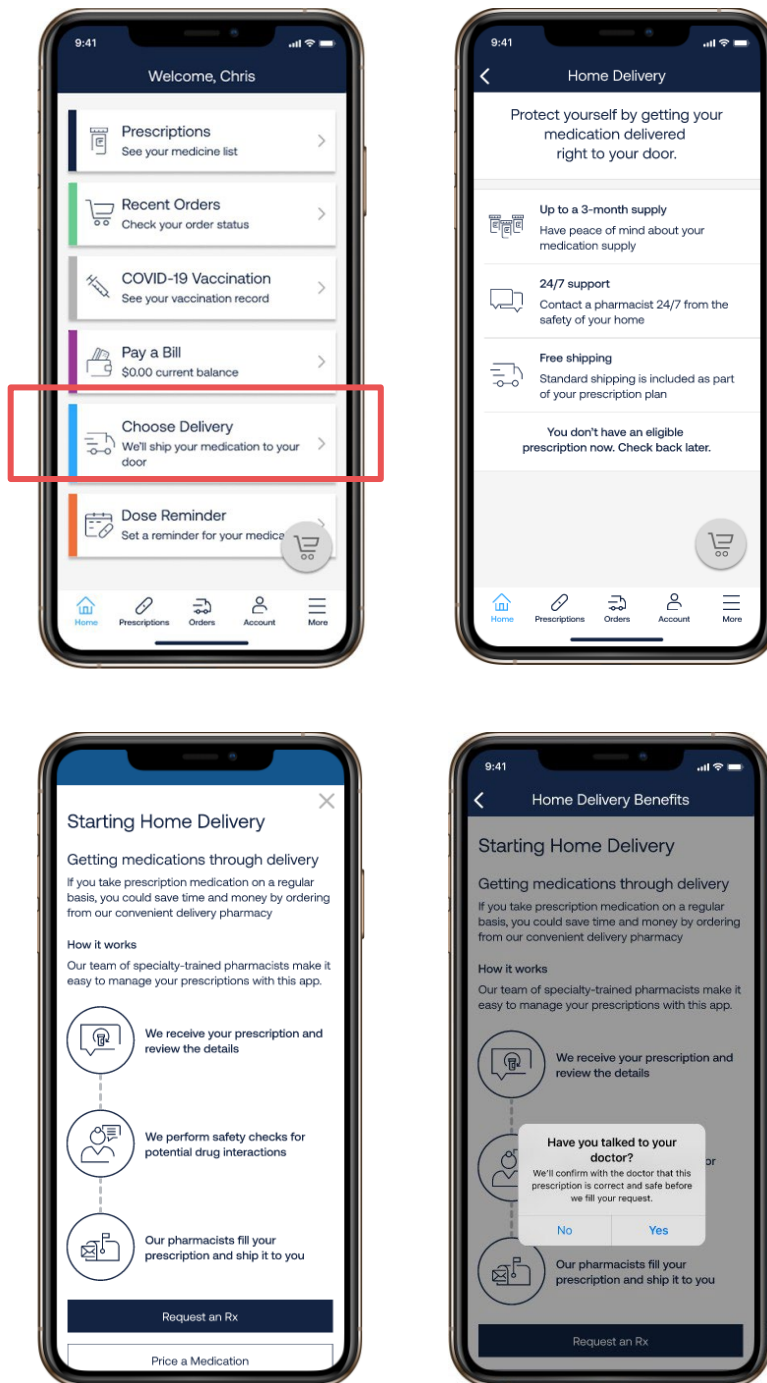
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CHOOSE DELIVERY

If you want to stress less and save more on your medications, you can choose to have your medications delivered right to your door. To enroll in home delivery:

1. Touch Choose Delivery on the dashboard
2. View medications that are eligible for home delivery



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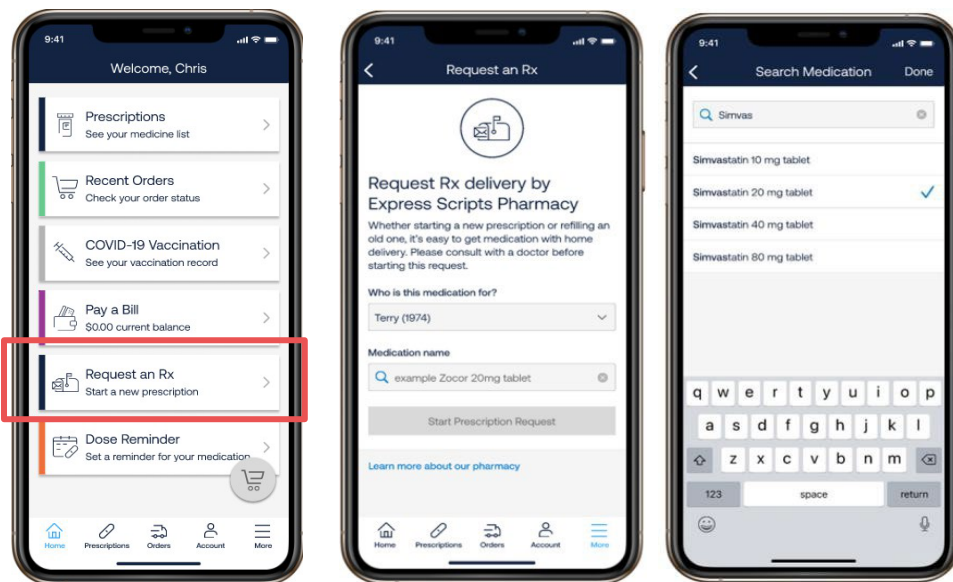
REQUEST AN RX

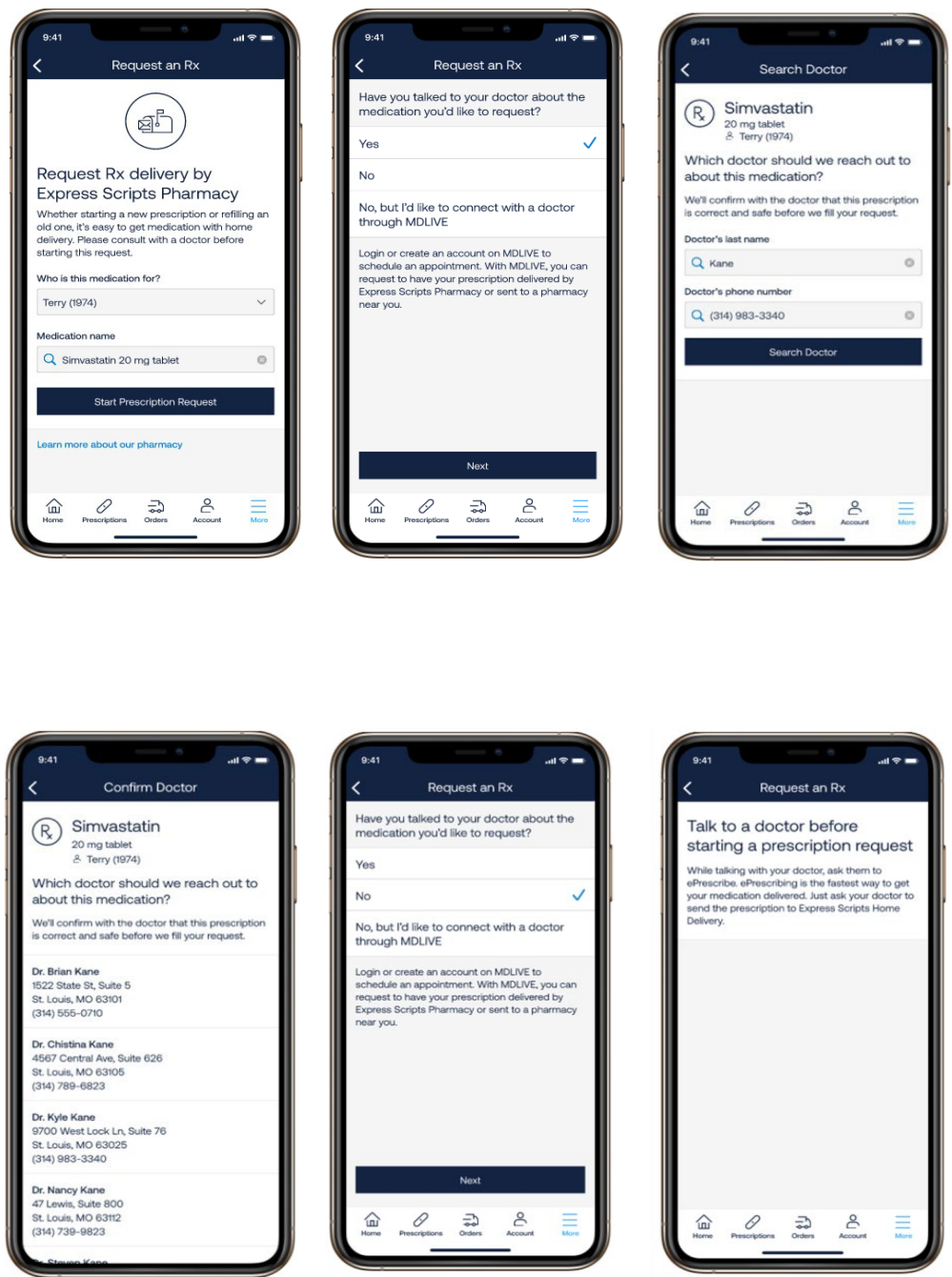
You can also request a prescription, which prompts Express Scripts pharmacists to connect with your prescriber to ensure the medication is correct and safe. To submit a request:

1. Touch Request an Rx on the dashboard
2. Select who the medication is for and the correct medication name, dosage and strength
3. Touch Start Prescription Request
4. Indicate whether you have talked to your doctor or if you would like to connect with a doctor through MDLIVE®

If you select Yes, indicating you have talked to your doctor, you will be prompted to confirm which doctor should be contacted to ensure the medication is correct and safe before filling the request.

If you select No, a message will be populated telling you that you must talk to your doctor before we can fill the request. You can simply tell your doctor to send the prescription to Express Scripts Pharmacy by Evernorth®.

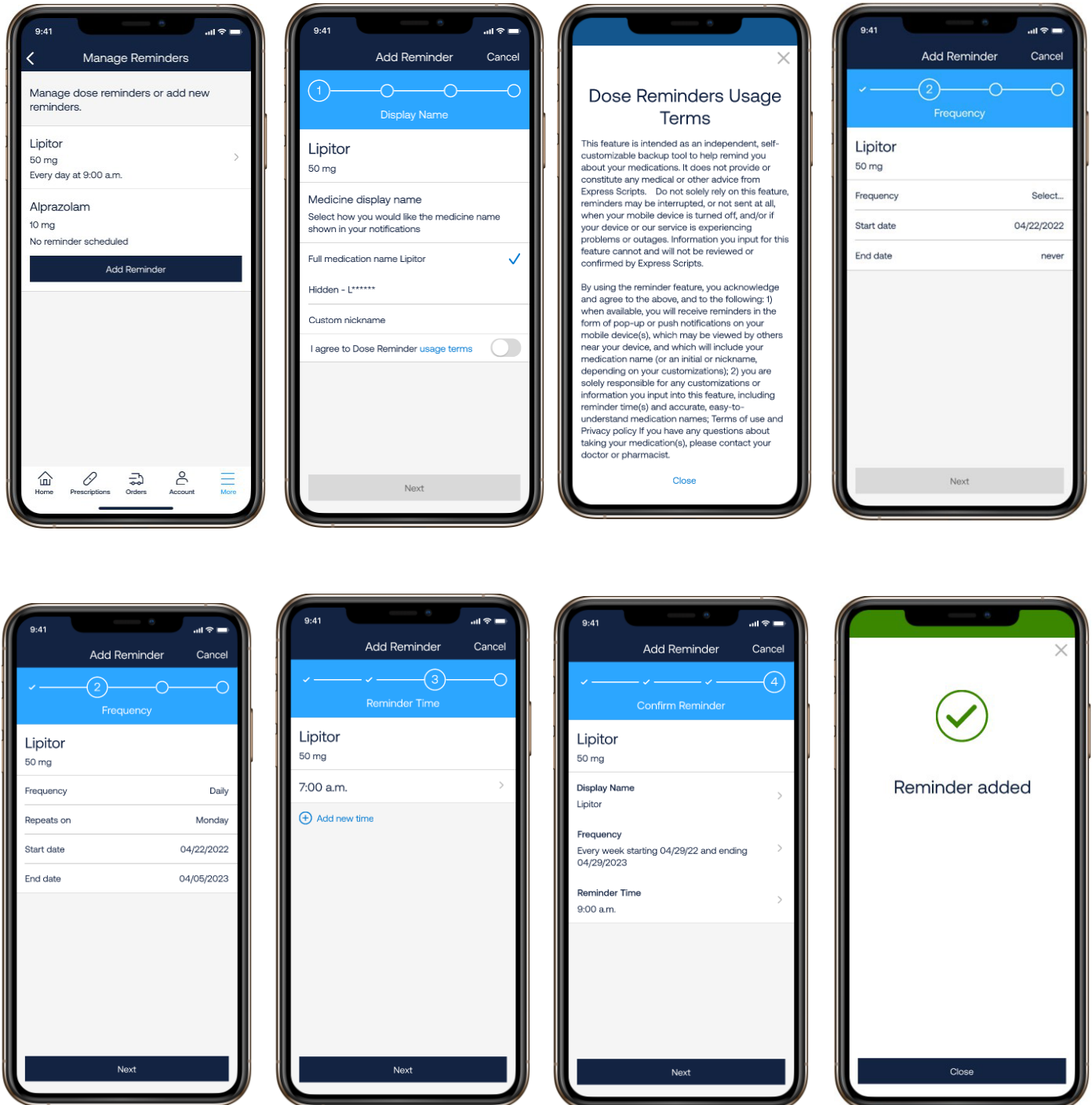






DOSE REMINDER

You can create a dose reminder alert to help you stay on track with your medication regimen. To create a reminder, you can touch Dose Reminder on the dashboard and follow the instructions.



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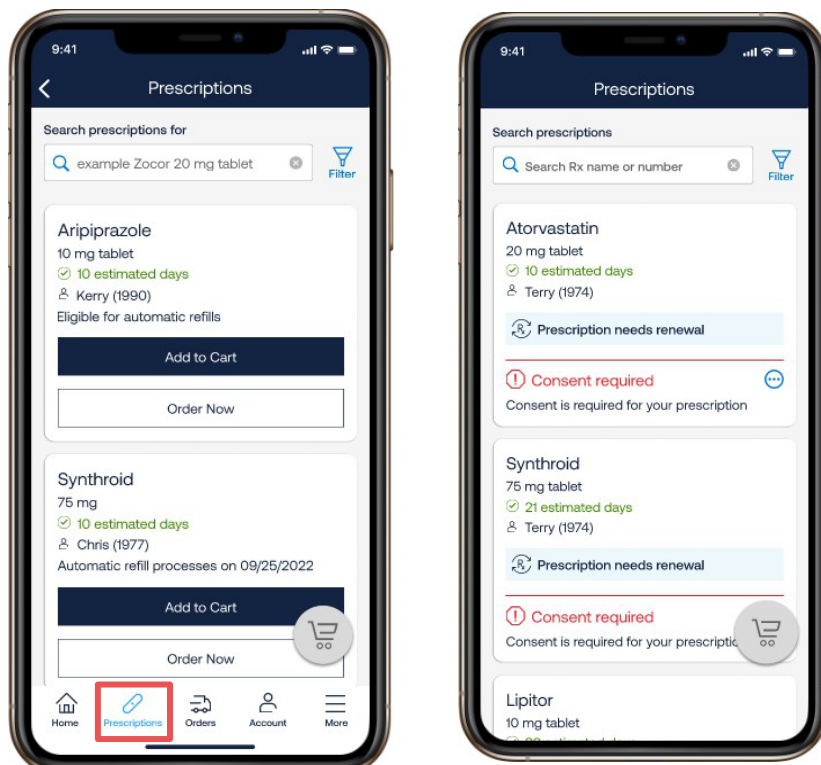
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MEDICATION LIST

You can view a complete list of your medications by touching Prescriptions at the bottom of your screen. You can see:

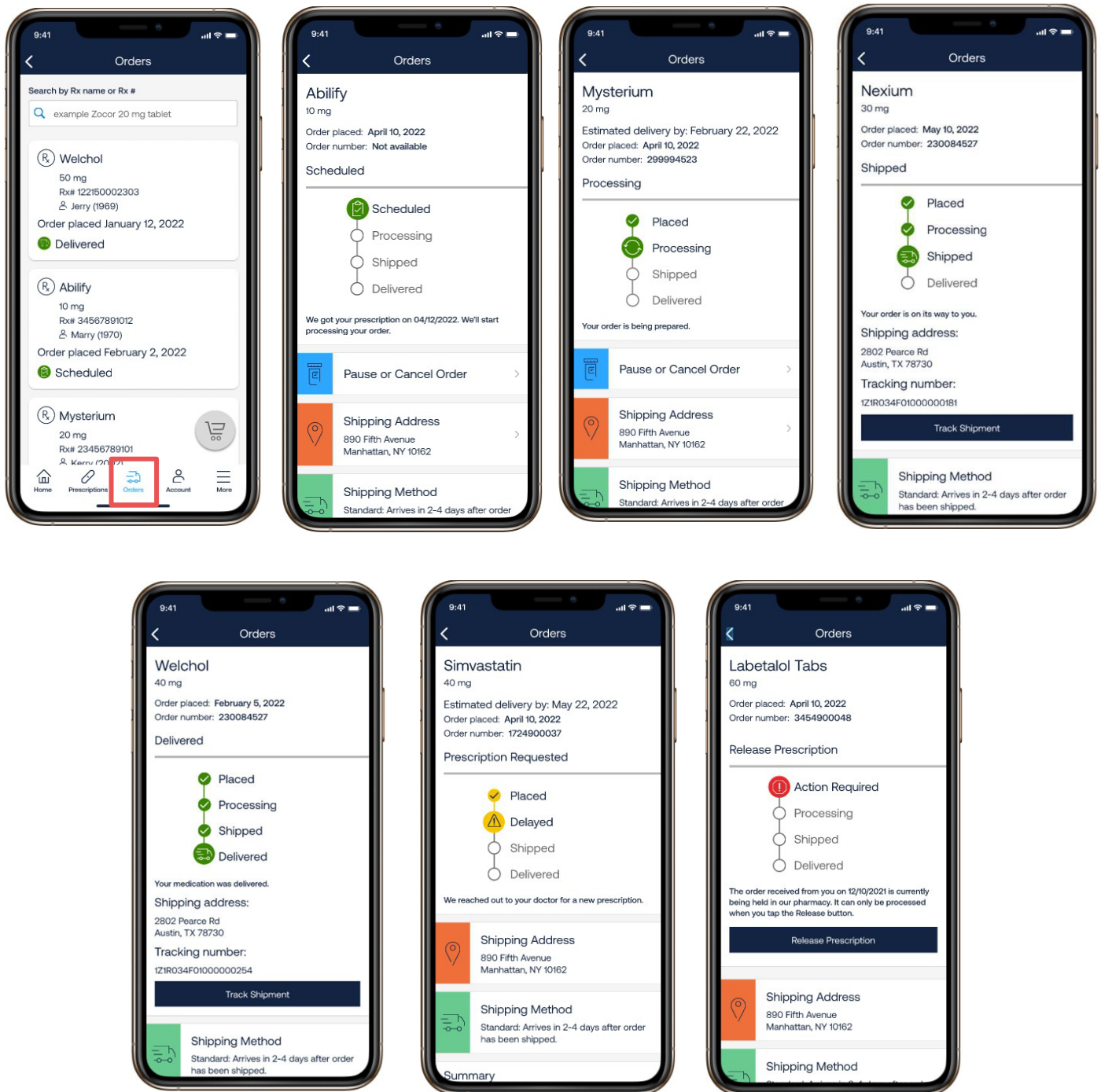
- The estimated number of days you have left of your current medication
- If your medication is eligible for automatic refills
- When your automatic refill will process
- If the prescription for your medication needs to be renewed





ORDER REVIEW

You do not need to navigate back to Home on the dashboard to view your orders. You can simply touch Orders at the bottom of your screen. You will then be able to see a summary and the status of your orders.



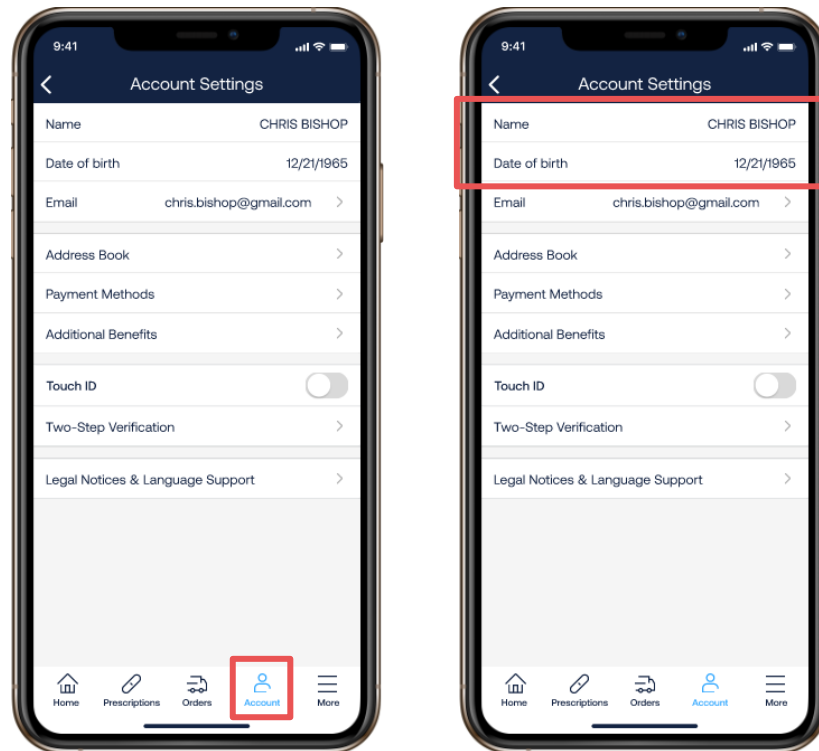
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PERSONAL INFORMATION

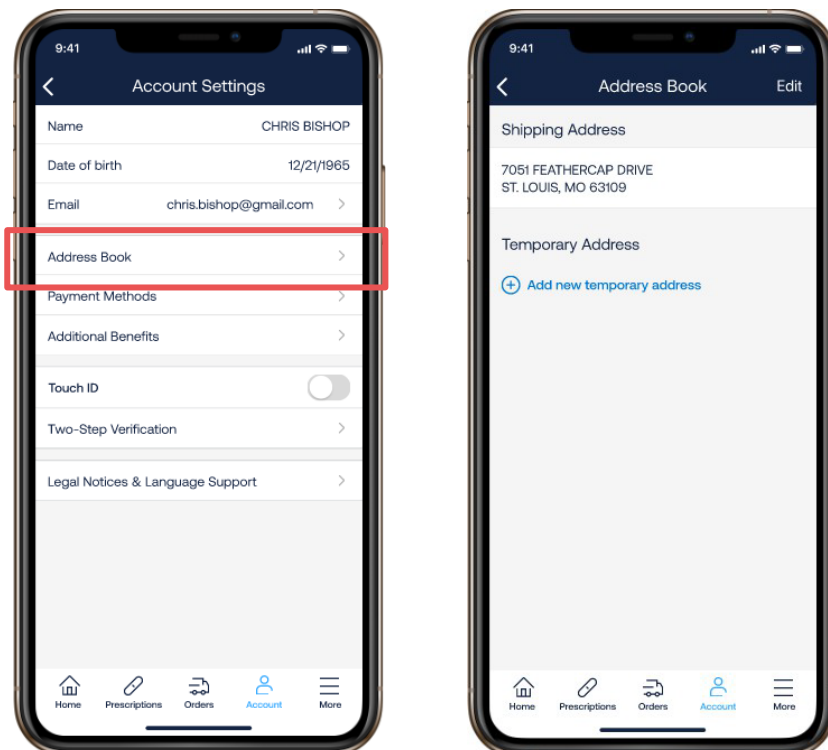
You can view and update your personal information by touching Account at the bottom of your screen.





ADDRESS BOOK

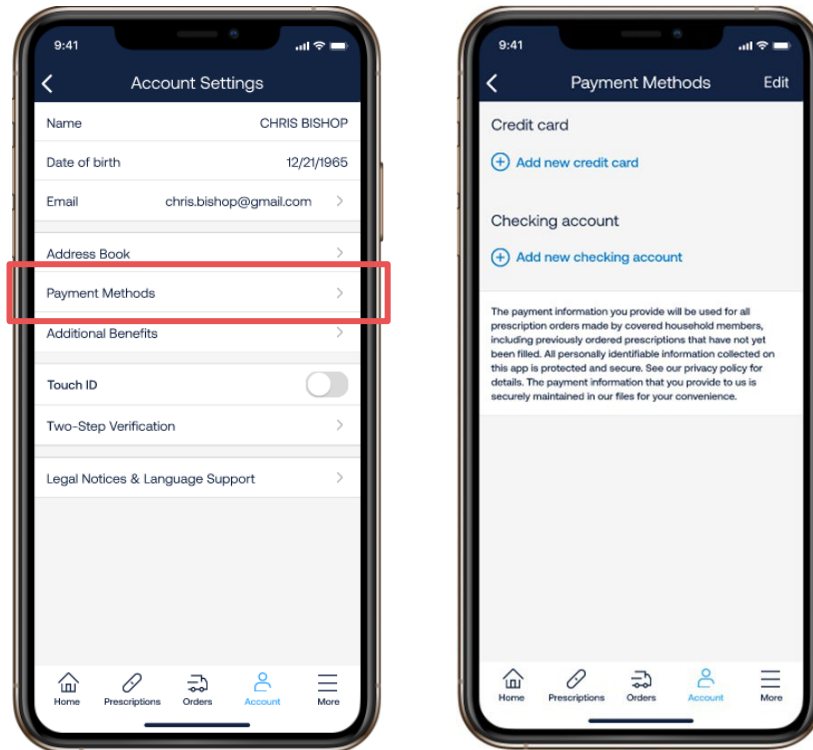
To view your shipping address, you can touch Address Book. If the shipping address is different from your main address, you can add a temporary address.





PAYMENT METHODS

You can add a credit card or checking account to easily pay your bill by touching Payment Methods, found by selecting Account at the bottom of your screen.





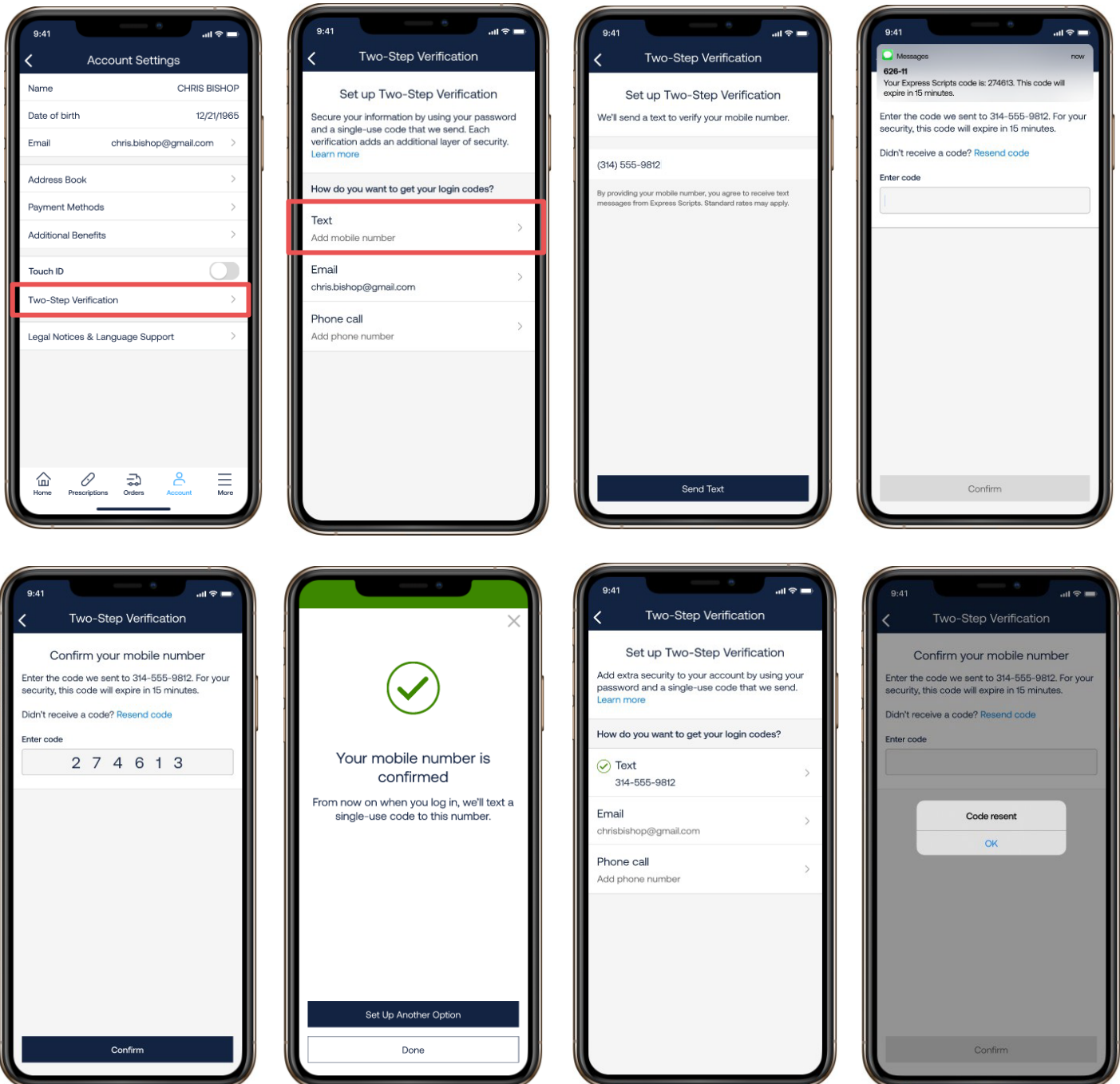
TWO-STEP VERIFICATION VIA TEXT MESSAGE

To ensure secure login, you are required to set up a two-step verification via text message, email, or phone call. To do so, you should:

1. Touch Account at the bottom of your screen, then Two-Step Verification
2. Choose how you want to receive your login code, by Text, Email, or Phone Call

The following showcases a Text selection.

If you use Face ID or Touch ID, you can bypass the two-step verification process after the initial setup.



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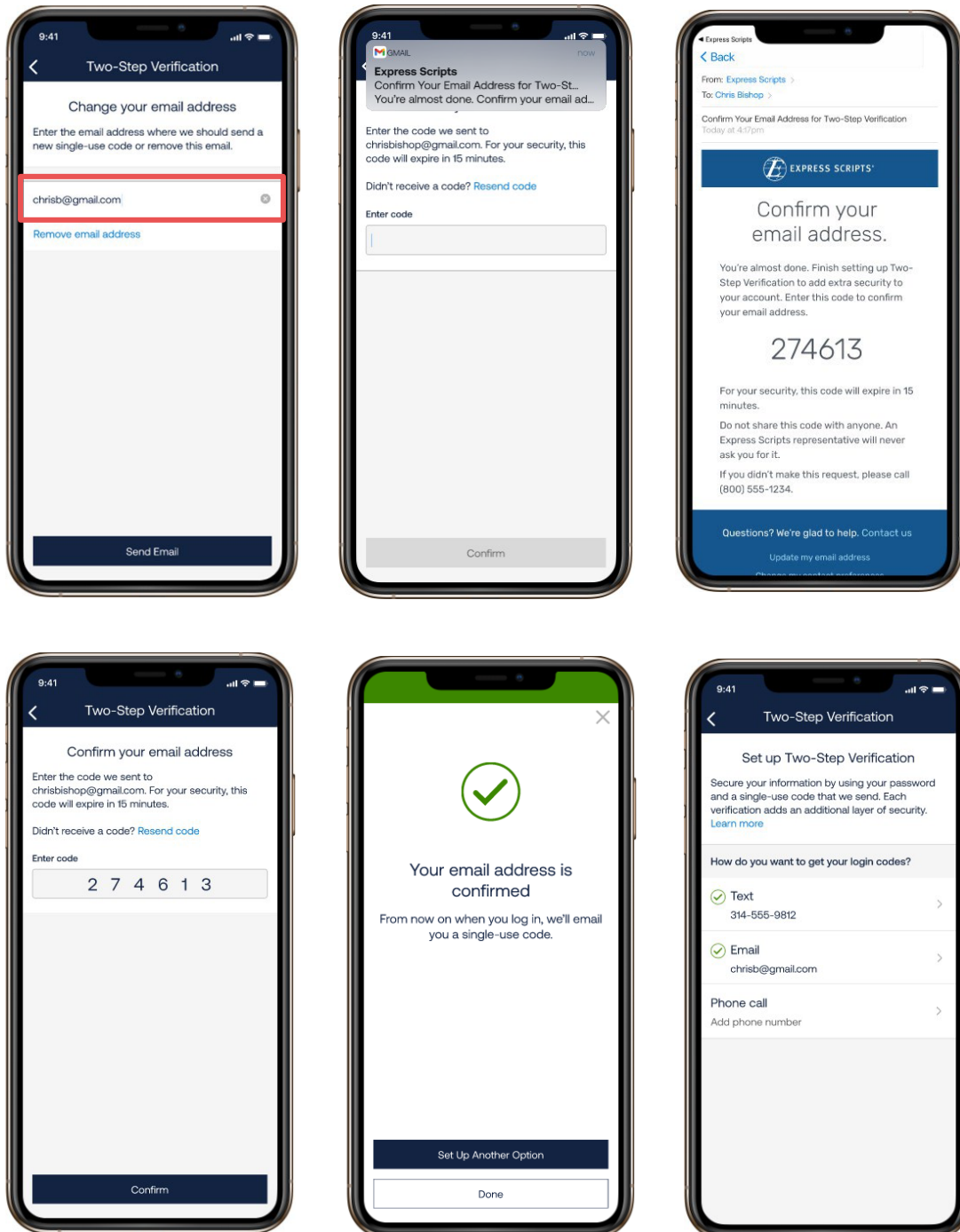
TWO-STEP VERIFICATION VIA EMAIL

To verify your account via email, you can:

1. Touch Account at the bottom of your screen, then Two-Step Verification
2. Choose how you want to receive your login code, by Text, Email, or Phone Call

The following showcases an Email selection.

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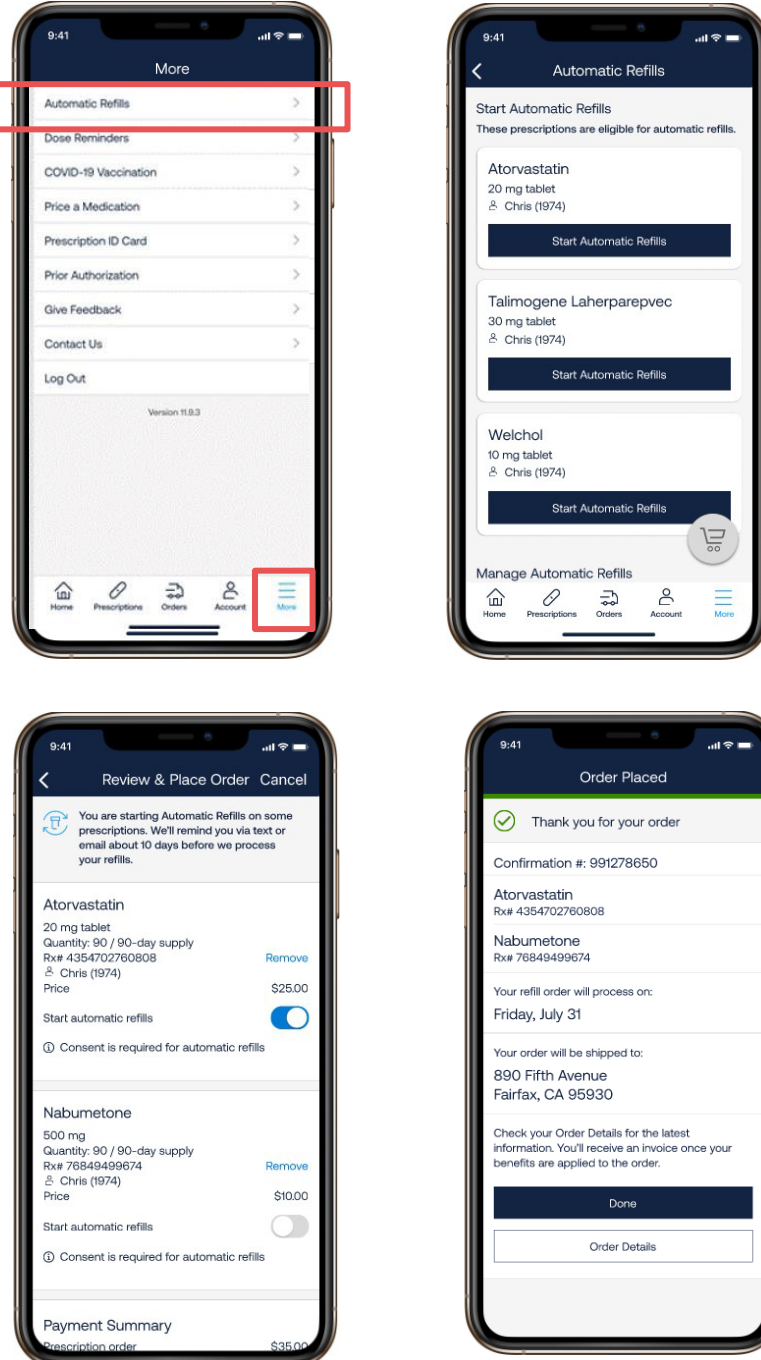


AUTOMATIC REFILLS

You can stress less and save more knowing your prescriptions are scheduled to be sent to your home. For eligible medications, automatic refills can be set up in a few simple steps:

1. Touch More at the bottom of your screen, then Automatic Refills
2. You will see a list of eligible medications, then you can activate Automatic Refills as desired and order your medications.

You will be reminded via text or email 10 days before your prescription is processed.



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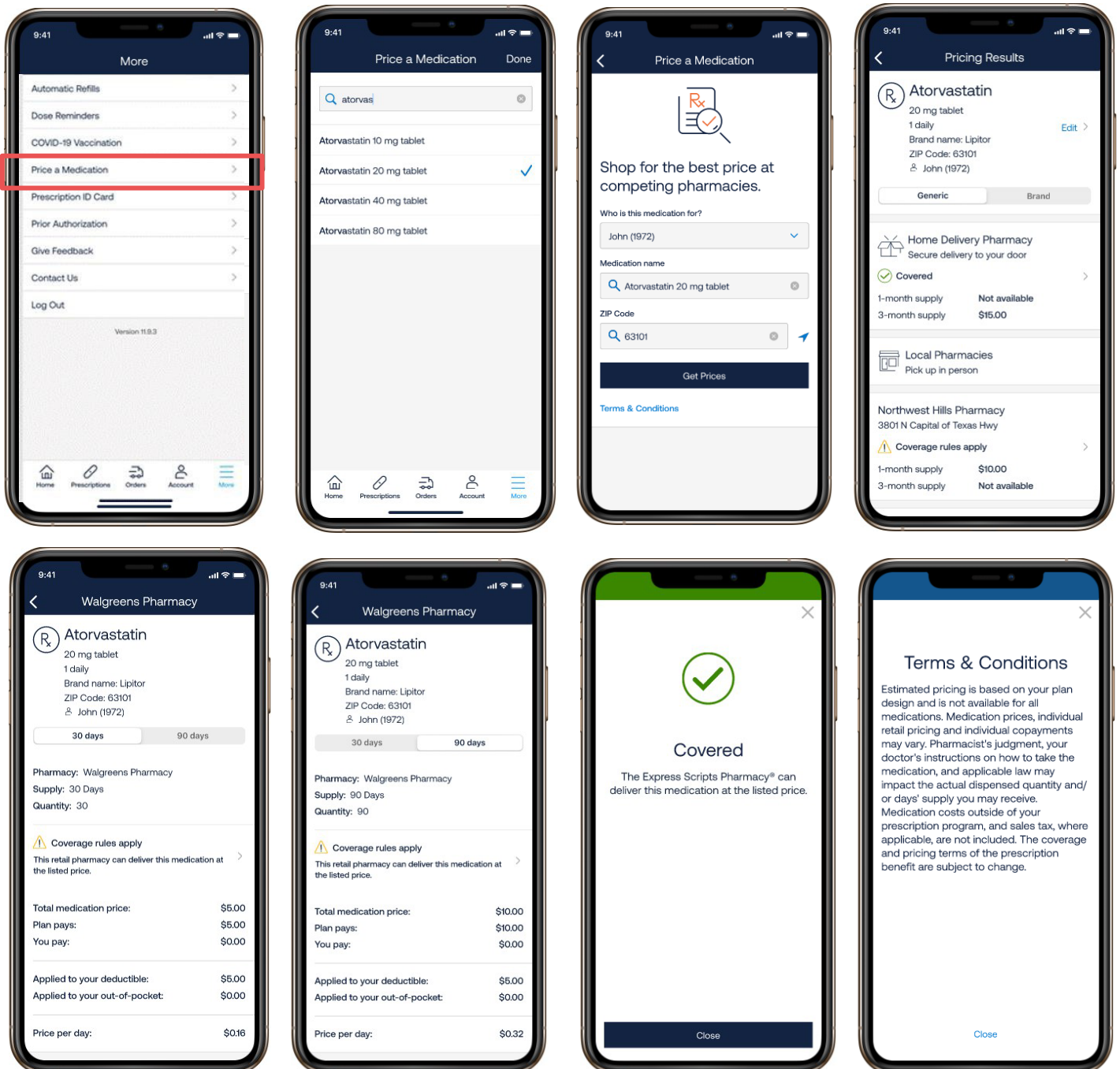
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PRICE A MEDICATION

Knowledgeable members are more confident members. That is why we advocate for you to compare and find the best price and savings that work best for your prescription plan. To price your medication, you can:

1. Touch More at the bottom of your screen, then Price a Medication
2. Input your medication, including dosage information if available, to get prices from pharmacies in your network and see if it is covered using Express Scripts Pharmacy home delivery.



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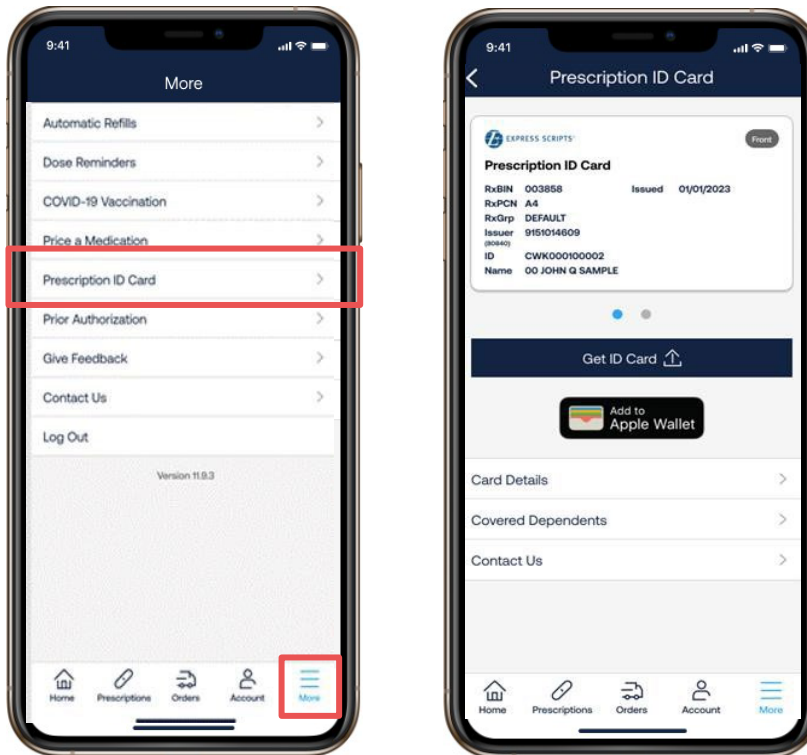
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PRESCRIPTION ID CARD

As the world changes, so do we, and that is why you can access your ID card digitally from the mobile app. Having a prescription ID card on hand has never been easier.

On the app, you can show your ID card at the pharmacy, print and download the ID card or add it to your Apple Wallet or Google Wallet.

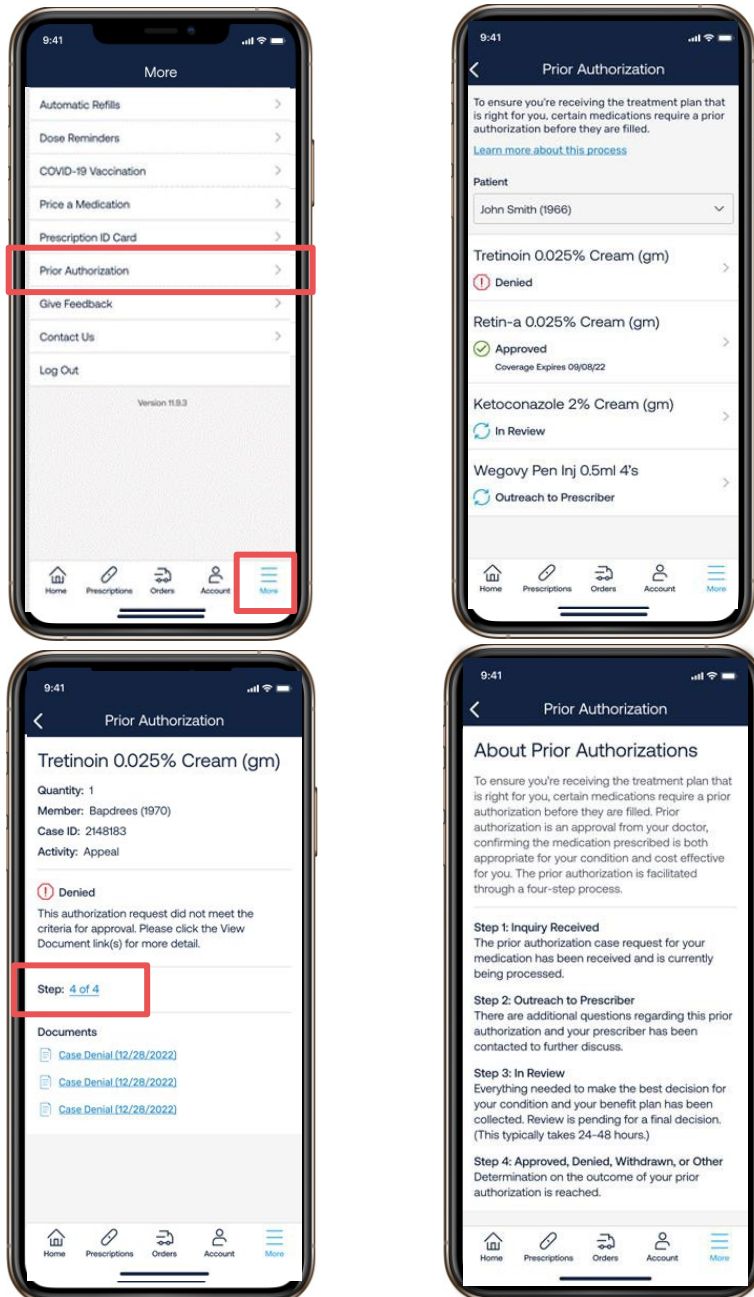




PRIOR AUTHORIZATION

This new feature allows you to check the statuses of prior authorizations (PAs) for you and any of your dependents. When you click on a specific PA, it will display more information, such as a description of the status and which step the PA is in. You will also have the ability to download documents related to the PA as PDFs.

If you want to learn more about the current status of the PA, you can either click on the 'Step: # of 4' link on the details screen, or you can click on the 'Learn more about this process' link in the PA list screen to open an informational screen that gives detailed information about each step.



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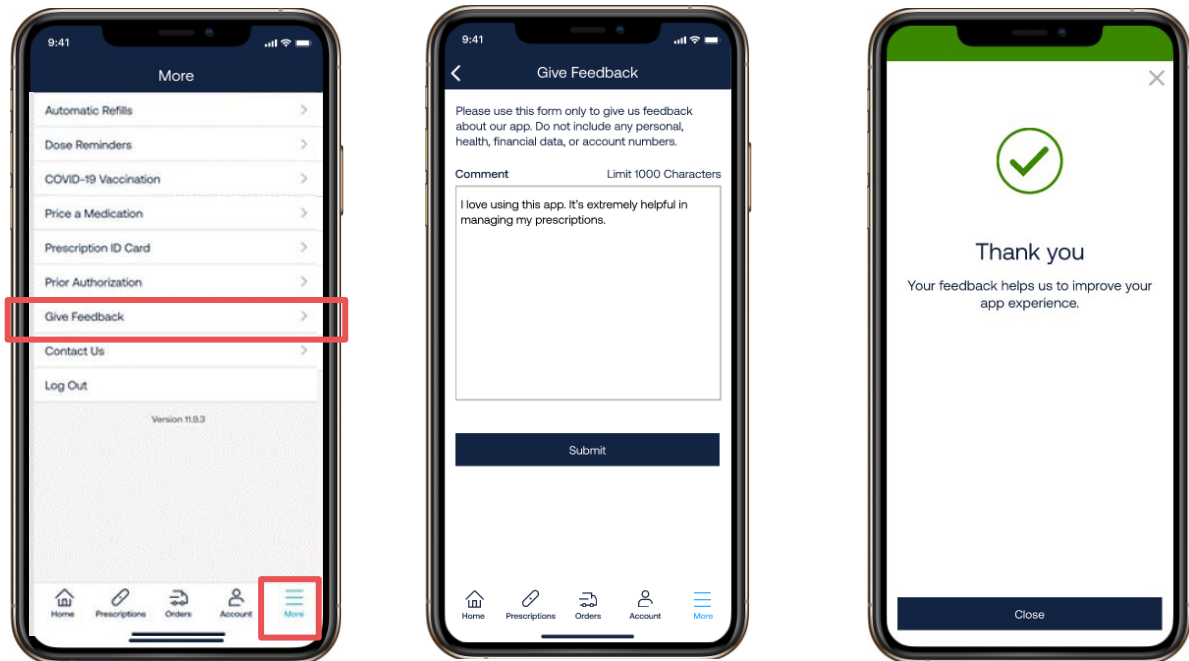
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GIVE FEEDBACK

We are always trying to become better and ensure that you feel like you are heard and understood. You can give us your opinions and experiences with the mobile app by:

1. Touching More at the bottom of your screen, then Give Feedback
2. Inputting your comments and selecting Submit





CONTACT US

We understand that pharmacy benefits can be confusing, so if you have questions about your medications or pharmacy benefits, you can touch More at the bottom of your screen, then Contact Us to speak to a representative.

