

Express Scripts Measures to Help Control the Spread of Coronavirus

Dear Valued Client:

As your partners in health, RxBenefits and Express Scripts are partnering to implement active measures to help you control the spread of the coronavirus (COVID-19). We wanted to share Express Scripts' (ESI) policy that will allow members a one-time early refill of acute, maintenance, or specialty medications. This could make it easier for members to access maintenance medications and keep an ample supply on hand, should they need to self-quarantine now or in the near future, per guidance from the CDC and other US health officials.

Recently some states have declared a State of Emergency due to the coronavirus (COVID-19). This is usually a declaration following a weather-related emergency, and triggers refill overrides. The current COVID-19 situation does not call for this response. Implementing overrides prematurely could have a negative downstream effect on the supply chain and disruption to current inventories.

A client can decide to allow or not allow early refills. However, ESI is encouraging clients to carefully evaluate their options to avoid supply shortages or concerns. If you choose to turn on the early refill override, please let your account management team know. It is important to specify if you want this turned on for all states, or just specific ones. You must also stipulate how long you want this option to be active. Schedule II controlled substance medications will still require a new prescription for additional fills. The early refill allowance may be used one time for each prescription while the option is active. It generally takes 3-5 business days for this option to go into effect.

[Click Here to hear ESI's Dr. Steve Miller answer questions on COVID-19](#)

This is a rapidly evolving situation which we continue to monitor closely. As new information unfolds, we will keep you informed on any new details that impact your pharmacy benefits plan. With all the information being shared, we know email fatigue is a real thing. To minimize a potential overload of COVID-19 information, we are committed to updating you on a biweekly basis unless an urgent communication is required.

Please reach out to your account management team with any questions you may have.

As always, we appreciate the opportunity to serve you.

Sincerely,
Your RxBenefits Team

