

Fact Sheet

Emergency preparedness planning

Pharmacy benefit access

ESI has a number of processes and procedures in place to assist our clients and their members in the event of an emergency or disaster situation. The ESI Pharmacy continues to be a cornerstone of every emergency preparedness discussion. Getting prescriptions from the ESI Pharmacy allows the member to have adequate supplies of maintenance medications on hand for many emergency situations.

This fact sheet outlines the Express Scripts emergency preparedness plan and the emergency responses we would employ as well as additional optional responses available to clients should they wish to utilize them. These processes and procedures encompass both man-made as well as natural disasters. Our business continuity and crisis management plans have been developed to respond to any situation that might threaten the company's employees, operations and/or our ability to service our clients and their members.

The ESI Business Resiliency department leads the company's efforts to ensure that contingency, crisis management and continuity plans are in place to support key business operations that may be impacted in the event a disaster/emergency threatens our ability to conduct business.

Our organization monitors the Federal Emergency Management Agency (FEMA), Department of Homeland Security (DHS), National Oceanic and Atmospheric Administration (NOAA), the National Hurricane Center and other sources as appropriate to ensure that up-to-the-minute information regarding unfolding events are made available to the company's corporate crisis management team.

Our Crisis Management Team is tasked with overall event coordination as identified during the crisis management triage process. Primary command-and-control operations are coordinated through Express Scripts corporate headquarters located in St. Louis, Missouri. In addition, crisis management and incident response teams exist and are mobilized at all Express Scripts Pharmacy and Patient Care Contact Center locations, ensuring timely emergency management response to any event which may threaten operations.

Maintaining Pharmacy Benefit Access

Given the severity and frequency of natural disasters such as hurricanes, floods, and tornados—the need for emerging situation planning is clear and continues to be a priority for Express Scripts. Part of our emergency planning is to provide tools for our clients to ensure appropriate access to pharmacy benefits for their members during an emergency. ESI has developed Emergency Access to Benefits—a proprietary claims processing capability—leveraging the D.O claims transaction standards. The capability allows our clients to support a benefit design that allows pharmacies, at the point of sale (POS), to override select benefit edits during a government-defined emergency (e.g. hurricane). The Emergency Access to Benefits capability

provides significant POS benefit design enhancements to meet a client's philosophy for emergency benefit access.

Below is an overview:



Please contact your Express Scripts account team for more details about Emergency Access to Benefits.

What are your organization's standard emergency responses?

Typically, we hold the shipment of temperature-sensitive medications during an emergency. Depending on the nature and expected duration of the emergency, our pharmacy may also hold expedited and/or regular medications; such holds are rare. It should be kept in mind that most shipment holds are of a short duration (e.g., 1-3 days) and the hold period may fall within the standard turnaround for pharmacy orders. In those instances, we generally do not contact members about the delay. However, if the shipment hold is longer than usual, we may contact members about the delay and when they can expect to receive their medication.

Our decision to hold a drug shipment is based on the best information available to us from our primary shipping suppliers.

If a member's medication is in a "ship hold" status as the result of an emergency and the member is out of medication and has placed an order and our system indicates it has shipped, we can process up to a seven-day supply of medication (local supply override or LSO) through a retail pharmacy at no cost to the member (this cost is paid entirely by the client/plan sponsor if the plan design permits). If the LSO is not possible (because the plan design does not allow it) and a member can obtain their medication from a retail pharmacy, the member will have to pay for the medication out of pocket and may be able to submit a direct claim to Express Scripts for reimbursement.

Express Scripts replaces lost or damaged home delivery prescriptions. Members are not charged a copay or shipping costs for the replacement prescription upon confirmation by Express Scripts the order was lost or damaged.

Express Scripts home delivery pharmacy orders can be shipped to a temporary alternate address. Members who desire to have their prescription redirected are instructed to call the patient care contact center (the telephone number on the back of their

member identification card) and request their order be mailed to a temporary address. This applies to new orders, refills of existing prescriptions on file with Express Scripts and, in some instances, orders already placed.

If a member is unable to receive their order by mail, we can transfer their prescription to a retail pharmacy for dispensing. The retail pharmacy can contact the Pharmacy Help Desk phone number on the back of the member/patient's respective ID card.

Patients should utilize the client-specific number printed on their member identification card to contact the Patient Care Contact Center for assistance.

During an emergency situation, we continue to make doctor calls and drug utilization review (DUR) calls and every effort is made to complete those calls. Orders will not be cancelled and returned unfilled to the member. Our home delivery pharmacies hold these orders in-house until the member/prescriber has been reached.

We may elect to suspend all outbound calls to members regarding floor limits, past due balances, etc.

Can the Express Scripts home delivery pharmacy dispense an emergency supply of medication to a patient in a disaster stricken area?

State insurance regulators may issue emergency orders that require HMOs and health insurers to suspend temporarily plan requirements regarding prescription refills. The orders authorize pharmacies to provide at least a 30-day supply of medication regardless of the date the last prescription had been refilled. Express Scripts implements such orders in its home delivery pharmacies and directs our retailers to do the same.

The Standard Retail Pharmacy Emergency Support options described above enable retail network pharmacies to process claims for emergency supplies when these types of orders are issued.

What other options can your organization offer clients?

We can take the following actions on behalf of clients but only with the clients' full understanding and acceptance of the implications – many of which are financial. **Clients must assume financial responsibility for the following options** and a client's acceptance of any of these optional emergency responses requires formal sign off by the client.

Local Supply Override (LSO). If a member is out of medication and has placed an order with our home delivery pharmacy and our system indicates it has shipped, we can process up to a seven-day supply of medication (local supply override) through a retail pharmacy at no cost to the member (this cost is paid entirely by the client/plan sponsor). If the LSO is not possible and a member can obtain their medication from a retail pharmacy, the member will be reimbursed for that one-time transaction.

In the past, we have offered, in an extremely severe situation, a capability to suspend benefit edits and cost share. With the new Emergency Access to Benefits capability (mentioned earlier), we plan to sunset this capability. The industry standards do not include an override to suspend member cost share. Should a client wish to suspend cost share, they should contact their Express Scripts account team.

Questions?

If you have any questions about these or any other procedures, please contact your Express Scripts Account Management team.