



THE TEXAS A&M
UNIVERSITY SYSTEM

A&M Care

2016 – 2017 Prescription Drug Program



Agenda

- Prescription Drug Benefits through Express Scripts
- Member Experience
 - Ways to Manage Care/Cost
- Specialized Care/Accredo
- Additional Resources

Your Express Scripts Prescription Drug Plan



- Express Scripts administers your prescription drug plans on behalf of A&M Care.
- Benefit includes both a retail and mail component
- Express Scripts has its own mail-order pharmacy where specialist pharmacists focus on compliance and lower cost options for patients. And, the automated filling process ensures the prescription is filled accurately.

Prescription Drug Benefits

Annual Deductible	\$50 per person per year / \$150 per family per year (Deductible does not apply to medical plan deductible)		
Access Options	Generic Drug Copayment	Preferred Drug Copayment	Non-Preferred Drug Copayment
Retail – 30 Day Supply: Refills allowed as prescribed. (Good option for new prescriptions)	\$10	\$35	\$60
Retail – 90 Day Supply: Refills allowed as prescribed	\$30	\$105	\$180
Home Delivery Pharmacy: Up to a 90-day supply*. Refills allowed as prescribed (Best option for maintenance medication)	\$20	\$70	\$120

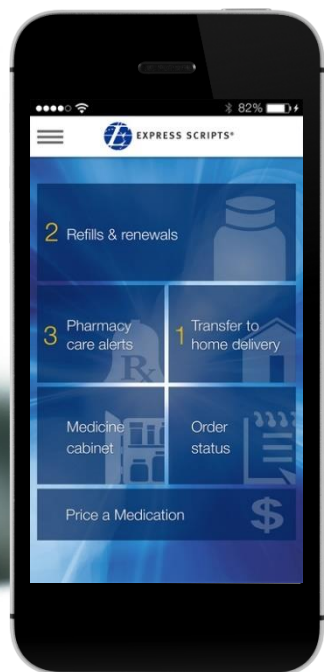
* If you obtain a brand-name drug when a generic equivalent is available, you are responsible for the generic copayment plus the cost difference between the brand-name drug and the generic drug. Chart illustrates benefits when network pharmacies are used. Non-network benefits are also available; see Enrollment Guide for more information.

Member Experience:

We Deliver a Simpler Pharmacy Experience



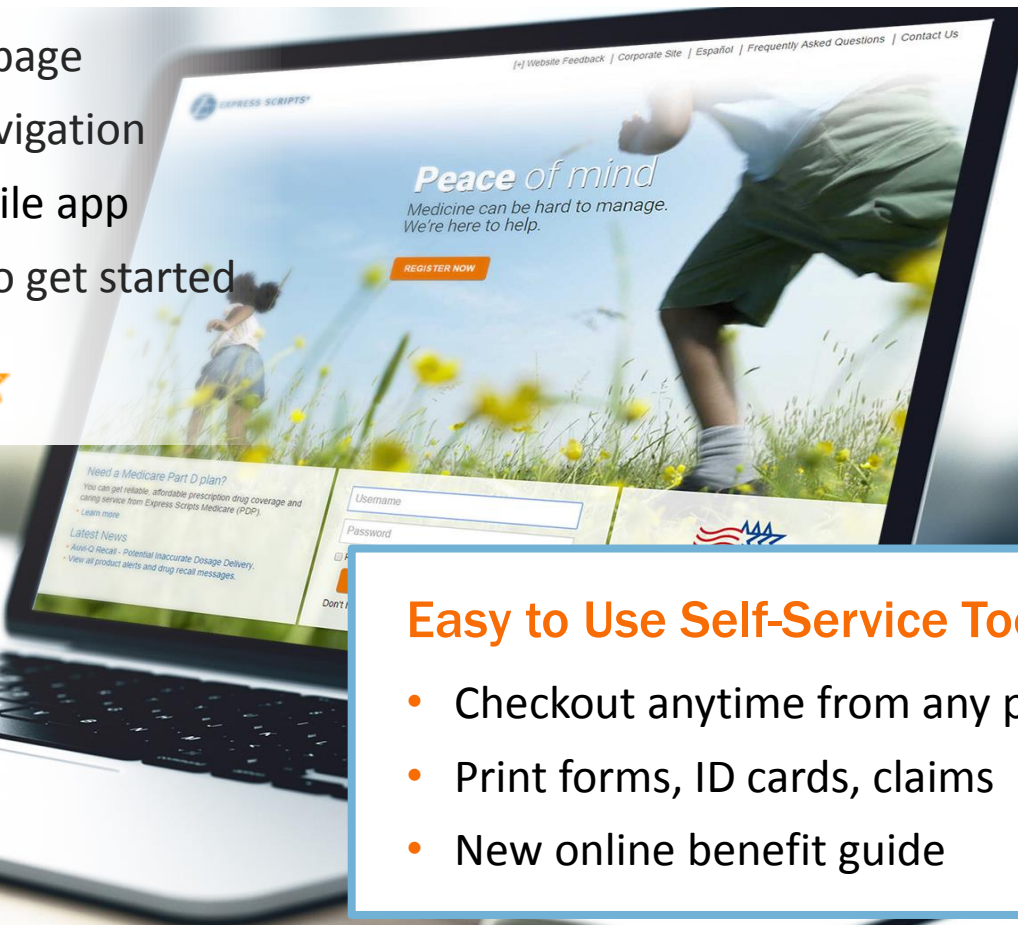
Making information available wherever and whenever



- Simple landing page
- Intuitive site navigation
- Interactive mobile app
- Multiple ways to get started

4.5 ★★★★★

App rating, Apr. 2016



Easy to Use Self-Service Tools

- Checkout anytime from any page
- Print forms, ID cards, claims
- New online benefit guide

A Simpler Pharmacy Experience

DELIVERING WHAT MATTERS MOST TO MEMBERS



Info wherever & whenever

- Responsive web and mobile app design
- Easy to use self-service tools
- Digital ID card and Benefit Guide



Plain & simple guidance

- Simpler instructions and statuses
- Alerts and dosage reminders
- Personalized pill caps
- Issues resolved on 1st contact



Easy decisions

- Pharmacy and drug comparison pricing
- Locate pharmacies
- Retail to mail opportunity
- Easy Rx transfers
- ePrescribing and ePA



Flexible services

- Fast turnaround times
- Flexible delivery and payment options
- Optional text alerts*
- Member preferences



Care from Anywhere

- Private counseling with a specialist pharmacist
- Click to chat*
- Face-to-face teleconferences
- Remote monitoring devices

Members are more satisfied with their pharmacy experience

We deliver on the experiences most important to members



Easy order placement



Getting an order when I need it



Express Scripts saves me money and understands my needs



The website is secure with easy billing options



App Rating Score

4.5 ★★★★★

(vs. 2 stars in Jan 2015)

“Your website has vastly improved in the last 12 months...it is now easier to understand and has more options.”

“It is the very best service we’ve ever had. We are grateful.”

“I wish other companies would take lessons from you for accuracy, courtesy and customer service.”

Automatic Refill¹ makes it easy to remember



Automatic refills | [Manage automatic refills](#)

Atorvastatin 20 mg tablet Rx #: 123456789010 Chris (09/09/1945)
 20 mg, generic
[Hide details](#) ▾

The order received from you on XX/XX/XXXX is not yet eligible for processing. For your convenience, your order will be processed once it is eligible, after XX/XX/XXXX.

Physician: Susan Jones	Quantity: 90	Shipping address:
Physician phone: 444-555-6666	Days supply: 90	3455 Mulholland Drive
Date received: 02/12/2015	Refills remaining: 2	Apt 777
Rx expiration: 04/22/2015		Rome, NY 33445

Avodart 0.5 mg softgel capsule Rx #: 123456789011 Chris (09/09/1945)
 0.5 mg, brand
[View details](#) ▶

- Notifications sent before refills are processed to confirm delivery and avoid waste
- Members can start / stop auto refills of eligible prescriptions at any time

Automatic Refills

For your convenience, Express Scripts offers automatic refills. No need to worry about refilling on time, as your medication will be automatically shipped prior to the next refill date. We'll use your existing address and payment information when it's time to send your refills. You will be billed after your medication has been dispensed.

On this page you can enroll prescriptions in automatic refills. You can also make updates to prescriptions already enrolled such as request another date for your next shipment, turn off automatic refills or change your shipping address.

[Learn more about automatic refills.](#)

Enroll all future prescriptions

Enroll now to have all eligible future prescriptions that are received automatically enrolled in automatic refills. You may enroll or disenroll from this program at any time.
Please note: This does not affect any current eligible prescriptions. You will need to enroll them separately if you want automatic refills.

Chris (12/23/1956)

✔ Enrolled

Disenroll

Venessa (12/23/1956)

✘ Not Enrolled

Enroll now

Set automatic refills for eligible prescription refills [Learn more](#)

Chris: 12/23/1956

L-Thyroxine Tabs 25mcg
 Rx# 123456789124

Order this prescription today and start automatic refills.

Atenolol Tabs 100 mg
 Rx# 123456789125

Order this prescription today and start automatic refills.

Lipitor 40mg tablet
 Rx# 123456789123

Order this prescription today and start automatic refills.

Add to shopping cart

The following prescriptions have automatic refills turned ON [Learn more](#)

Chris: 12/23/1956

Fexofenadine Tabs 180 mg
 Rx# 123456789112
 Date of enrollment: mm/dd/yyyy

Your next refill will be automatically processed after mm/dd/yyyy.

- To view and change the **delivery date** or **update your shipping address**, [go to order status](#).
- [Stop automatic refills](#)

My Rx Choices lets members comparison shop

- Side-by-side drug comparisons showing plan and usual & customary (U&C) pricing via retail and home delivery pharmacies
- Potential savings by drug and/or channel option
- Helpful drug information
- Ability to print for doctor review
- Access to Consumer Reports Best Buy Drug information
- Display 25+ possible lower-cost options

Go to: [Home](#) > My Rx Choices

My Rx Choices®

Have a question? Need help? [Learn more >>](#)

Start saving money on your prescriptions now.

Use **My Rx Choices**, the prescription savings program that lets you help your doctor save you money on medications you take on an ongoing basis.* [In addition to helping you save money, Express Scripts will check your chosen alternatives for [possible drug interactions](#).]

NEW! Proven, effective, affordable options from Consumer Reports Best Buy Drugs™ [Learn more now](#)

Select a patient: Chris (09/19/1960) [Don't see a household member?](#)

Medication history Search by drug name Condition and category

Select the medications you are still taking:

The drugs listed below are medications you currently take on an ongoing basis.

Current prescriptions for Chris		Strength	Pharmacy	
Medication	You pay	Lower-cost choice	You pay	YOU SAVE
<input checked="" type="checkbox"/> Accupril <input checked="" type="checkbox"/> Glucophage Tabs <input type="checkbox"/> Lescol <input type="checkbox"/> Tenormin Tabs				
<input type="radio"/> Accupril 5 MG Tablet (brand) Dosage: 1 Tablet, once a day Pharmacy: Retail \$18.00 for 30 days Coverage rules may apply How much does my plan pay? Get different results with different days' supply and quantity	\$216.00 per year	<input checked="" type="radio"/> quinapril tabs 5 MG Tablet (generic equivalent) Dosage: 1 Tablet, once a day Pharmacy: Express Scripts Pharmacy™ \$0.00 for 90 days Coverage rules may apply How much does my plan pay? Compare drug information	\$0.00 per year	\$216.00 per year Explain my savings View other alternatives
<input type="radio"/> Glucophage Tabs 500 MG Tablet (brand) Dosage: 1 Tablet, once a day Pharmacy: Retail \$26.60 for 30 days Coverage rules may apply How much does my plan pay? Get different results with different days' supply and quantity	\$319.20 per year	<input checked="" type="radio"/> metformin hcl tabs 500 MG Tablet (generic equivalent) Dosage: 1 Tablet, once a day Pharmacy: Express Scripts Pharmacy™ \$14.71 for 90 days Coverage rules may apply How much does my plan pay? Compare drug information	\$58.84 per year	\$260.36 per year Explain my savings View other alternatives
<input type="radio"/> Lescol 20 MG Capsule (brand) Dosage: 1 Capsule, once a day Pharmacy: Retail \$16.76 for 30 days Coverage rules may apply How much does my plan pay? Get different results with different days' supply and quantity	\$201.12 per year	<input checked="" type="radio"/> lovastatin 10 MG Tablet (generic alternative) Dosage: 1 Tablet, once a day Pharmacy: Express Scripts Pharmacy™ \$15.00 for 90 days Coverage rules may apply How much does my plan pay? Compare drug information	\$60.00 per year	\$141.12 per year Explain my savings View other alternatives
<input type="radio"/> Tenormin Tabs 50 MG Tablet (brand) Dosage: 1 Tablet, once a day Pharmacy: Retail \$527.28 per year	\$527.28 per year	<input checked="" type="radio"/> atenolol 50 MG Tablet (generic alternative) Dosage: 1 Tablet, once a day Pharmacy: Express Scripts Pharmacy™	\$120.00 per year	\$407.28 per year Explain my savings View other alternatives

Household View: share Household View allows you to share their behalf. If you do not have prescriptions, [click here](#)

lovastatin 10 MG Tablet (generic alternative)
 Dosage: 1 Tablet, once a day

Consumer Reports BEST BUY DRUGS [view report>>](#)

Pharmacy: **Express Scripts Pharmacy™**

Order Status texting updates



54% of targeted members are saying yes to texts!



Overview

Phase 1: Order status notifications

- Order received launched 3/31
- Scope: targeting members who receive order status updates via automated calls
- Those answering “yes” receive an opt-in text message within minutes
- Future **order received** notifications will be sent via text message
- **Phase II** (late May) Order shipped launch

EXPRESS SCRIPTS: You requested Rx order texts. Reply YES to begin/HELP for help. Not a condition of purchase. Auto msg freq varies. Msg&data rates may apply.

Yes

EXPRESS SCRIPTS: OK, we'll start sending text messages. Reply STOP to cancel or HELP for help. Frequency based on your orders. Msg&data rates may apply.

Help

EXPRESS SCRIPTS: You chose to get texts from us about your Rx orders. Reply STOP to cancel. For order details, visit [ESRX.com](https://www.esrx.com) or call [800.282.2881](tel:800.282.2881)



accredo®
Specialty Pharmacy

14

Areas of focus, including:



Hepatitis C



Oncology



Multiple
Sclerosis

Unique clinical protocols
maximize safety, effectiveness
and affordability

One-on-one counseling
from specialty pharmacists
and nurses

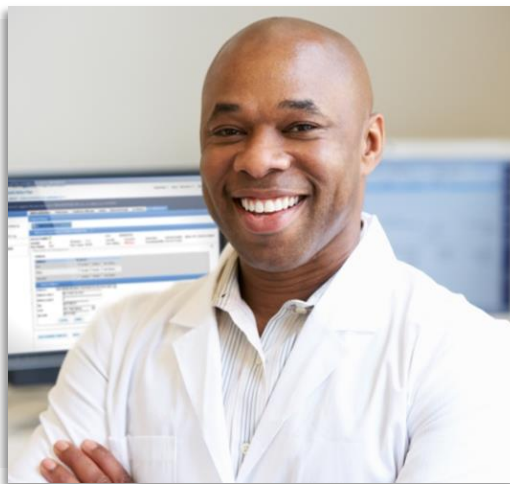
Therapeutic Resource Centers

Specialized pharmacy practices for chronic and complex conditions

Powerful, patient-focused care from
SPECIALIST PHARMACISTS
with unparalleled, disease-specific expertise

BENEFITS

- Personalized
- Private
- Enhanced with Digital Experience



MAKING A DIFFERENCE

- 30M clinical interactions
- 5.9M gaps in care closed
- 98% patient call satisfaction rate

All Express Scripts members
have access to specialist pharmacists

Impact of Therapeutic Resource Centers

SAFETY

- Ensuring the safe use of medications
- **99.999%** accurate, safe and efficient dispensing

EFFECTIVENESS

- Increasing adherence; decreasing waste
- Members with hepatitis C are **50% more likely** to complete therapy

AFFORDABILITY

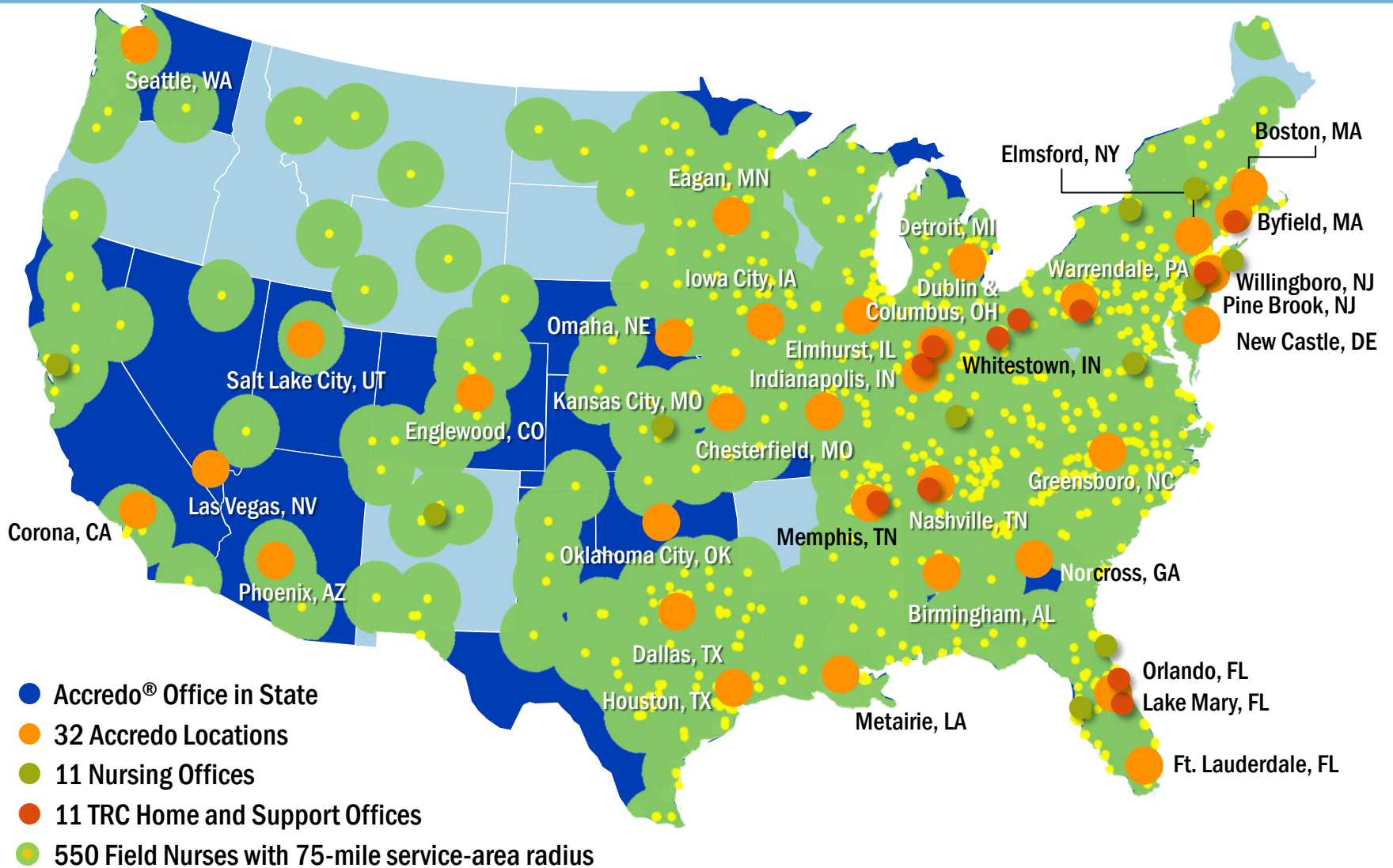
- Ensuring financial options are leveraged
- Connected patients with more than **\$240M** in proactive copay assistance in 2014

SERVICE

- Easiest to use with the highest satisfaction
- **93% member satisfaction** with our specialty care

>> SPECIALIZATION IMPROVES PATIENT OUTCOMES

Accredo National Footprint



Have a question about a medication?

Give us a call

Each specialist pharmacist has had specialized training in the medications used to treat a specific condition, such as:

- High cholesterol
- High blood pressure
- Depression
- Diabetes
- Asthma
- Osteoporosis
- Cancer

You can contact a pharmacist 24/7 to ask about:

- Drug interactions
- Side effects
- Risks and benefits of your medication
- Help taking your medication as prescribed — which is one of the best ways to help maintain or improve your health

Talk with an Express Scripts pharmacist for general counseling — or a specialist pharmacist for complex concerns — by calling the number on the back of your prescription drug ID card

1-866-544-6970

Information Resources

- **System Benefits Website – www.tamus.edu/benefits/**
 - Pharmacy Benefit Highlights
 - List of participating retail pharmacies
 - Download forms
- **Express Scripts Member Website – www.express-scripts.com**
 - Formulary Information
 - Locate a Participating Pharmacy
 - Health and Wellness Information
 - My Rx Choices® / Price a Medication
 - Online Ordering
 - Express Scripts Mobile App
 - Order Home Delivery Pharmacy Refills
 - Caregiver Resources
 - Download forms
- **Customer Service Number: [1-866-544-6970](tel:1-866-544-6970)**
- **Annual Enrollment Book (On-Line)**

Thank You