



## Common questions about home delivery

### What is home delivery?

Your prescription benefit offers delivery of maintenance medications – those you need on a long-term basis – right to your door, with free standard shipping. (You should use a retail pharmacy for medications you take on a short-term basis, such as antibiotics.)

### How easy is it to try home delivery?

Very easy. Visit [www.highmarkblueshield.com](http://www.highmarkblueshield.com), sign in then choose which of your current maintenance medications you'd like to receive through home delivery. Or you can call us at the number on your ID card. We'll take care of the rest.

### Do I need to call my doctor about this?

Most people prefer to have us contact their doctor to get a new 90-day prescription for home delivery. Just get started as described above, and we'll follow up with your doctor if necessary.

### How long will it take to get my medication?

When you fill a prescription through home delivery for the first time, you should receive your medication within two weeks after Express Scripts receives your order. Refills are usually processed sooner – within 3 to 5 days.

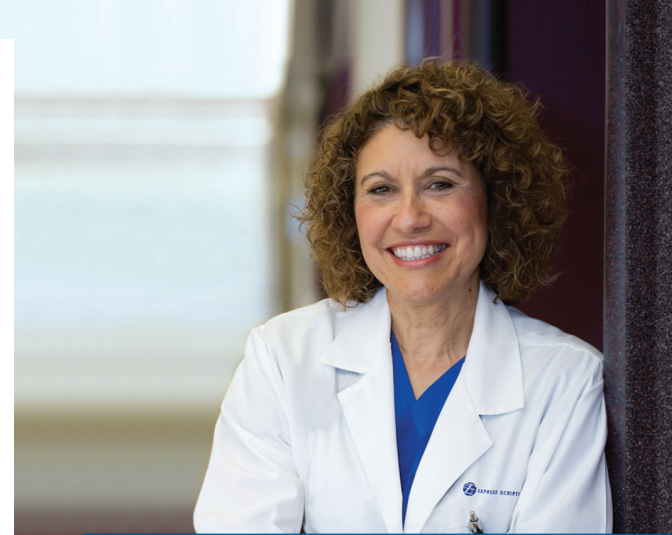
[www.highmarkblueshield.com](http://www.highmarkblueshield.com)

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Express Scripts is an independent company that administers your prescription drug benefit for your health plan.



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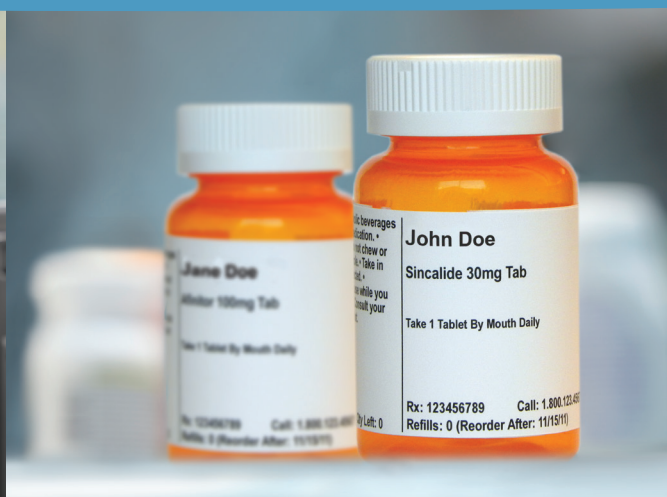
## Home delivery: Enhanced pharmacy care, convenience and cost savings

Home delivery from the Express Scripts Pharmacy<sup>SM</sup> can help you **stay healthy and lower your costs**. It's all part of your prescription benefit – at your door and at your fingertips.



Join the millions of others who have  
chosen to get their medications  
delivered at home, for less.





## To save you time and money on prescription drugs, choose home delivery today.

You'll get up to a 90-day supply of maintenance medications, with free standard shipping.



### Health and safety support

- Our pharmacists are available 24/7 to help answer your medication questions.
- Specialist pharmacists have in-depth training in the medications used to treat specific conditions, such as high blood pressure, high cholesterol and diabetes.



### Cost-saving services

- You'll typically pay less by getting up to a 90-day supply.
- Savings notifications let you know when you have new ways to save.
- Prescription benefit specialists can help you find other cost-saving opportunities, such as using generics.



### At-home convenience

- Enjoy free standard delivery right to your home.
- Automatically receive refill reminders by email so you never run out.
- Refill your medication by phone or online.
- With your permission, we will contact your doctor when it's time to renew.



### Online services

- Track your prescriptions and home delivery refills.
- View claims, balances and prescription history.
- Receive alerts if there's a prescription-related safety issue.

Get started with home delivery and review your online benefits.

Visit [www.highmarkblueshield.com](http://www.highmarkblueshield.com)