

# IT'S YOUR PLAN. NOW IT'S YOUR CHOICE.

Now you decide which major national retail chain you want in your pharmacy network: **CVS Pharmacy or Walgreens.**



Welcome to your new Express Scripts® prescription plan that gives you the flexibility and control to create the pharmacy network that's right for you.

Now you and each of your covered family members can choose which major national retail pharmacy chain you want in your network: **CVS Pharmacy or Walgreens.** The major chain you choose will remain your choice for the year, and the other chain will be considered out of network.

## Regardless of which major chain you select, you can still:



Choose to fill prescriptions at any of the over 55,000 other in-network pharmacies



Choose to fill a three-month supply of long-term medications instead of three one-month supplies and save money



Choose home delivery from Express Scripts® Pharmacy and save time

## How to select the major national pharmacy you want in your network:

1. To get you started, we've assigned you and your covered family members to either CVS Pharmacy or Walgreens, based on which you've used most often in the past. But the ultimate choice is up to you.
2. To see – or switch – your selection, log on to [express-scripts.com](https://express-scripts.com), go to “Account” and then “Pharmacy Preferences.” Any changes you make will be updated in approximately 24 hours.
3. During the year, if you move or have another life event and need to change your selection, please call us at 1-800-555-3432.

Express Scripts is available to help if you have any questions or need assistance making your selection. Call 1-800-555-3432, 7 days a week 24 hours a day. TTY users, call 800.716.3231.

# FREQUENTLY ASKED QUESTIONS

## What's changing?

For the first time, everyone in the plan will get to choose which national pharmacy chain they want in their pharmacy network: either CVS Pharmacy or Walgreens. Everyone will continue to have access to over 55,000 other retail pharmacies, including other major chains as well as independent and regional pharmacies.

## Who is impacted?

You and each of your covered family members on your prescription plan will get to choose which national retail chain they want in their pharmacy network, either CVS Pharmacy or Walgreens.

## Why does everyone in my family have to choose between either CVS Pharmacy or Walgreens?

You may find that you all want to choose the same pharmacy, and that's certainly OK. But we recognize that you each may have different needs. For example, a college student living away may not have one of the chains close by, so giving you this flexibility to customize by family member makes it easy for everyone.

## When do I need to make my choice?

On day one of your plan, we've assigned you and each of your covered family members to either CVS Pharmacy or Walgreens, based on which you've used most often in the past. If you are good with the selection, you don't need to do anything. If you want to switch, you should do it now.

## Why the change?

Research shows that most people use only a handful of different pharmacies to fill their prescriptions. Having unlimited choice of national pharmacy chains when you only use a few can drive up the cost of your plan. It's like paying for unlimited channels on your television plan when you only watch a handful of them. By giving you a choice of either CVS Pharmacy or Walgreens, we're helping to bring down health care costs – while still giving you the control to choose the “go-to” pharmacies you want and trust and that work best for you and your family.

## Does this mean I always have to use either CVS Pharmacy or Walgreens to fill my medications?

Absolutely not. You can choose to fill your prescriptions at any of over 55,000 in-network retail pharmacies across the nation. Now you just choose to include either CVS Pharmacy or Walgreens as one of your options. To see a full list of network pharmacies and locations available to you, go to [express-scripts.com](https://express-scripts.com).

## What if I don't plan on using CVS Pharmacy or Walgreens during the year?

Even if you don't think you'll use CVS Pharmacy or Walgreens, we encourage you to choose one anyway. Having one of these large, major national chains available to you as an in-network option could be important to you if you find yourself in need of medications while traveling and away from your usual pharmacy.

## I already use Walgreens as my go-to pharmacy for all my medications. Do I still have to choose?

No, you don't need to take any action. We've automatically set your choice as Walgreens to stay in-network, and CVS Pharmacy will be out of network. Conversely, for people who already use CVS Pharmacy as their go-to pharmacy, CVS Pharmacy stays in-network and Walgreens will be out of network.

## What happens if I pick CVS Pharmacy, but my family moves and there is no CVS location near me?

If you move or have another life-changing event and you would prefer to switch from CVS Pharmacy to Walgreens (or vice versa), you can make that change online at [express-scripts.com](https://express-scripts.com) (or by phone) and the change will go into effect in about 24 hours.

## Can I still get a three-month supply of my long-term medications?

Yes! It's a great way to save time and money. You can get a three-month supply of medications at the national chain you choose or choose from multiple other pharmacies in your network, including Express Scripts® Pharmacy. To see all your options, go to [express-scripts.com](https://express-scripts.com).