

# Exclusive Smart90 – Member FAQ

**Q: What is Smart90?**

**A:** It's a feature of your prescription benefit, managed by Express Scripts. With it, you have two ways to get up to a 90-day supply of your long-term maintenance medication (those drugs you take regularly for ongoing conditions). You can conveniently fill those prescriptions either through home delivery from the Express Scripts Pharmacy or at a retail pharmacy in the Smart90 network.

**Q: How many retail pharmacies are available to me?**

**A: Plan sponsor:** Depending on your chosen network, the following member-facing information will vary. Exclusive Smart90 Walgreens: 8,500 retail pharmacies. Exclusive Smart90 CVS: 9,100 retail pharmacies.

There are many retail pharmacies in the Smart90 network. To locate one, login to [express-scripts.com](http://express-scripts.com) and click "Locate a pharmacy" from the menu under "Manage Prescriptions," Smart90 network pharmacies will be noted in your search results. Or, call Express Scripts at 888-754-7644. You can also use the Express Scripts mobile app on your digital device to locate a participating pharmacy.

**Q: What is the advantage of 90-day supply vs. 30 day supply?**

**A:** By getting up to a 90-day supply, you'll make fewer trips to the pharmacy and you'll only need to make one payment every three months. Also, there's usually a savings for getting one 90-day supply vs. three 30-day supplies at retail.

**Q: How do I get started with Smart90?**

**A:** You can review your 90-day options by logging in to [express-scripts.com](http://express-scripts.com) or calling Express Scripts at 888-754-7644. If you are a first-time visitor to [express-scripts.com](http://express-scripts.com), take a minute to register (be sure you have your member ID number handy). You can also use the Express Scripts mobile app on your digital device to locate a participating pharmacy.

**Q: Do I need to get a new prescription from my doctor for 90-day supply?**

**A:** When you choose to get a 90-day supply of your maintenance medication through home delivery from the Express Scripts Pharmacy, we can contact your doctor to get a new prescription.

If you choose to get up to a 90-day supply at a Smart90 network pharmacy, you'll need to get a new prescription from your doctor. The pharmacist will contact your doctor to get a new 90-day prescription for you or will transfer your current 90-day prescriptions from the nonpreferred pharmacy.

**Q: What is the difference between long-term and short-term drugs?**

**A:** Long-term drugs, also called maintenance medications, are those you take on an ongoing basis, such as to treat high blood pressure or high cholesterol. Short-term drugs include antibiotics and other medications that you take for short periods of time. Under your plan, you can fill short-term prescriptions at any participating retail pharmacy in your network.

**Q: I already use home delivery from the Express Scripts Pharmacy to get my long-term drugs. Do I need to change anything?**

**A:** No. If you're using home delivery from the Express Scripts Pharmacy for your long-term drugs, you do not need to do anything further. However, if you have additional questions, feel free to call Express Scripts at 888-754-7644.