

Dear Participant:

Please watch the mail for your new prescription drug ID card and welcome packet from Express Scripts. The packet will include valuable information about your prescription benefit and using home delivery through the **Express Scripts Pharmacy®**.

If you need to purchase a prescription medication at a retail pharmacy prior to receiving your ID card, please take this letter to your pharmacy and ask the pharmacist to submit the claim to Express Scripts by using the information below.

Please follow the action steps listed below to enter the claim.

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|---------------|--|
| Step 1 | Enter Bin # 003858 |
| Step 2 | Enter Processor Control NCP99 |
| Step 3 | Enter Rx Group #: AV8A |
| Step 4 | Enter member ID # (9 digit Employee SSN |
| Step 5 | Enter the member's date of birth |

Pharmacist note: If the claim rejects, please contact the Express Scripts Pharmacy for additional assistance in looking up the correct ID. (800.922.1557)

Print a temporary ID card or use the app

If you have access to the Internet, you may obtain a temporary prescription drug ID card by visiting **Express Scripts.com**. If you are a first-time visitor to **Express Scripts.com**, take a moment to register. Please have your member ID number handy. If you don't have your member ID number, you can instead register by using your Social Security number.

Once you've registered, please select "Print and Request Forms & cards" under the "Health and Benefits Information" tab. Scroll to the bottom of the screen and select "print a temporary prescription card." This temporary card is not intended to be a replacement for your retail prescription card. Your new ID card should arrive shortly.

You can also download the Express Scripts Pharmacy mobile app to your smartphone and once you do so, your ID card will be available anytime you need it right from your smartphone.

Once your new ID card arrives, or if you download the Express Scripts Pharmacy mobile app, please ask your retail pharmacy to update their records with the new member ID number to avoid any disruption in service.

If you have any questions, please contact Express Scripts at (866) 275-0044.