



EXPRESS SCRIPTS®

3700 Colonnade Pkwy, Ste 600  
Birmingham, AL 35243

Dear **CA Times** Plan Member:

**CA Times** is pleased to announce effective **January 1, 2022**, your pharmacy benefits will be administered by RxBenefits in partnership with Express Scripts. The RxBenefits service model delivers enhanced safety, better cost savings, and top-notch customer service.

With Express Scripts, you'll have access to a massive network of more than 60,000 pharmacies nationwide. We're prepared to meet all your pharmacy needs.

### Your prescription benefit coverage includes:

**Member Services:** Dedicated to meeting your prescription benefit needs, we can be reached at 800.334.8134 or [RxHelp@rxbenefits.com](mailto:RxHelp@rxbenefits.com) Monday through Friday from 7:00 a.m. to 8:00 p.m. Central. After hours you may choose to transfer directly to Express Scripts.

**Digital Tools:** Register at [express-scripts.com](https://express-scripts.com) and download the Express Scripts mobile app to manage your profile, request refills, locate pharmacies, and more!

**Prescription Benefit Coverage:** A detailed summary of your prescription benefit coverage.

**Cost Sharing:** The amount paid for a medication may change at the start of the prescription benefit coverage period or when the preferred status of a medication changes. Visit [express-scripts.com](https://express-scripts.com) to find lower-cost alternatives on the Preferred Drug List.

**Drug Exclusions:** Review the Formulary Exclusions List at [express-scripts.com](https://express-scripts.com) and the Exclusions section in the **Prescription Benefit Coverage** document. If either indicates your medication may be excluded, please speak with your doctor about moving to a covered alternative. Over the Counter (OTC) alternatives do not require a prescription.

**Maintenance Medications:** Treat ongoing conditions like diabetes, high blood pressure, and asthma. In addition to local retail pharmacy access, your prescription benefit coverage allows these medications to be filled by mail.

#### Mail Order Provides:

- Free delivery to your home of up to a 90-day supply
- Confidential, tamper-resistant, and temperature-controlled packaging
- Convenient refill requests online or by phone
- 24/7 access to a registered pharmacist

#### Getting Started with Mail Order is Easy:

1. Ask your doctor for a new 90-day supply prescription, and up to three refills, for each maintenance medication
2. Download the Express Scripts Mail Order Form from [express-scripts.com](https://express-scripts.com)
3. Mail the completed form and prescription to Express Scripts



New or initial orders may take **10-14 business days** to process. Be sure to have at least a two-week supply on hand when submitting a new Mail Order request.

**Specialty Medications:** Typically treat complex or rare conditions like multiple sclerosis, hepatitis, and rheumatoid arthritis. As the exclusive provider of specialty medications, **Accredo Specialty Pharmacy** will work closely with you to ensure proper delivery and administration of your medication. A list of specialty medications and the conditions they treat is available at [Accredo.com](https://www.accredo.com).

**Switch to Accredo Specialty Pharmacy in Just One Step:**

1. Call 800.803.2523 and speak with an Accredo care specialist. They'll contact your doctor and handle the paperwork needed to continue appropriate care.

Visit [Accredo.com](https://www.accredo.com) to learn more about the services **Accredo** provides.

If you have any questions about your prescription benefit coverage, contact **Member Services** at **800.334.8134** or [RxHelp@RxBenefits.com](mailto:RxHelp@RxBenefits.com) Monday through Friday from 7 a.m. – 8 p.m. Central. After hours you may choose to transfer directly to Express Scripts.

Sincerely,  
Your RxBenefits Team