

Automatic Refills

Frequently Asked Questions

With automatic refills, there is no need to worry about running out of medicine or remembering to place an order because the Express Scripts Pharmacy™ will deliver refills automatically. When a member is out of refills, Express Scripts contacts the prescriber for a renewal of the prescription. This helps to avoid any lapse between fills that can affect a patient's health.

With automatic refills, patients can be confident that they are getting the right medication when they need it, while staying in control by choosing which eligible medications to enroll.

❖ **How do I enroll a medication into automatic refills?**

Eligible medication can be enrolled to receive refills automatically by visiting [Express-Scripts.com](https://www.express-scripts.com) and selecting the "Enrollment" option through the checkout process or by visiting the Automatic Refill Center to review eligible items. Medications can also be enrolled by speaking with an Express Scripts Customer Service Representative.

❖ **Are all of my medications eligible to be automatically refilled?**

Some medications do not qualify for automatic refills. Examples include controlled substances, specialty medications or medications intended to be used on a short-term basis, like allergy or pain medications.

❖ **Does Express Scripts automatically enroll my prescriptions into automatic refills?**

No. If a medication is eligible for enrollment, it is up to the patient to choose whether or not to have their prescriptions automatically refilled.

❖ **What happens when my prescription runs out of refills?**

When an automatic refill enrolled prescription runs out of refills, Express Scripts will contact the prescribing doctor for an updated prescription. If the doctor approves the continued use of the medication, Express Scripts will resume automatic refills. This will happen automatically. No action is needed by the patient.

❖ **How will I know when my next automatic refill is coming?**

Express Scripts will notify about 10 days in advance of every automatic refill with a call or email that we are getting ready to process the next fill. This will allow enough time to change the processing date or cancel the prescription if it is not needed.

❖ **Can I stop automatic refills anytime?**

Yes. Automatic refills can be turned off anytime by visiting [Express-Scripts.com](https://www.express-scripts.com) or when speaking with an Express Scripts Customer Service Representative.

Visit [Express-Scripts.com](https://www.express-scripts.com) today to review eligible automatic refill opportunities.