

Negotiations between Express Scripts and Walgreens Pharmacy

Member FAQs

What if this issue is not resolved by the end of the year?

- Unfortunately, Walgreens and Express Scripts have been unable to reach an agreement on a contract that would become effective next year. Effective 1/1/2012, Walgreens will no longer be in the Express Scripts pharmacy network.
- Access to other retail pharmacies within our network is not an issue. On average, there is another network pharmacy within one-half mile of a Walgreens pharmacy. Express Scripts will provide you with the names and locations of convenient, nearby pharmacies if a new agreement with Walgreens cannot be reached.

Is Walgreens still in my network?

- Yes. Until December 31, 2011 Walgreens is still a participating pharmacy in your network; however the Walgreens contract with Express Scripts will expire on December 31, 2011. We can help you move your current prescriptions and any new prescriptions to another convenient pharmacy today.

Will there be a change to the price of my prescription?

- In most cases, your copayment will not change. However there could be slight variations depending on your specific benefit plan.

What do I need to do now?

- At this time, your benefits through Walgreens are unaffected, and you may continue to fill your prescription at Walgreens. The Walgreens contract with Express Scripts does not expire until December 31, 2011. We can help you move your current prescriptions and any new prescriptions to another convenient pharmacy today.

How easy is it to find other network pharmacies?

- Finding other network pharmacies is easy. You have a lot of options. You can have your prescriptions filled at other major pharmacies and many independent drug stores in your area. These pharmacies are eager to serve you. You may contact Express Scripts for assistance in identifying names and locations of convenient, nearby pharmacies, or utilize the Express Scripts online "Find A Pharmacy tool" by signing in at www.express-scripts.com and following the steps below:
 - Click on "My Prescription Plan" listed on the left
 - Click on "Find a Pharmacy"
 - Enter the location you would like to search for a pharmacy

- Review and update any of the options
- At the bottom of the page, click “search”

Participating pharmacies will be displayed based on the criteria you entered. To receive driving directions to your new pharmacy, please click on “View map”.

(Note: The Pharmacy Locator displays network pharmacies only. Pharmacies that are not included in your network are not displayed.)

I received a letter notifying me of the change in my prescription-drug benefit plan. Are the three pharmacies listed in my letter the only ones I can use now?

- Not at all. You have a large network of pharmacies to choose from, and many are conveniently located. Finding other network pharmacies is easy. You have a lot of options. You can have your prescriptions filled at other major pharmacies and many independent drug stores in your area. These pharmacies are eager to serve you. You may contact Express Scripts for assistance in identifying names and locations of convenient, nearby pharmacies, or utilize the Express Scripts online “Find A Pharmacy tool” by signing in at www.express-scripts.com and following the steps below:
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How easy is it to transfer my prescription to another pharmacy?

- Transferring your new prescription to another pharmacy is easy. After selecting a convenient pharmacy of your choice, you can do one of the following:
 1. Take your prescription bottle to your new pharmacy; they will contact your old pharmacy to transfer your prescription.
 2. Call your new pharmacy and ask them to contact your old pharmacy.
 3. Ask your doctor to call your new pharmacy with your prescription information.
- All pharmacies in your network are eager to serve you and assist you with your prescription needs.

Will I still be able to get a 90- day supply of my medications?

- Yes. Your 90-day benefits will not change.

Will I be notified by letter if the contract agreement between Express Scripts and Walgreens does terminate?

- If you recently filled a prescription at Walgreens at the time of termination, you will be notified by letter and provided with a list of network pharmacies closest to the Walgreens location you last used. These neighboring pharmacies are close and ready to serve you.

What is the likelihood that this situation will be resolved?

- Unfortunately, Walgreens and Express Scripts have been unable to reach an agreement on a contract that would become effective next year. Effective 1/1/2012, Walgreens will no longer be in the Express Scripts pharmacy network. Even without Walgreens, you have access to other convenient retail pharmacies in our network. On average, there is another network pharmacy within one-half mile of a Walgreens pharmacy. Express Scripts will provide you with the names and locations of convenient, nearby pharmacies if a new agreement with Walgreens cannot be reached.

Are there other pharmacies affected by this situation or only Walgreens?

- Only Walgreens- owned pharmacies in our network are affected. Walgreens operates under various names, such as Duane Reade and Happy Harry's. All other pharmacies in our network are eager to serve you.

Can I still use Walgreens?

- Walgreens continues to be part our network until December 31, 2011. However, you can move your prescriptions to another pharmacy located near you today and avoid having to change pharmacies later. On average, there is another network pharmacy within one-half mile of a Walgreens pharmacy, ready and eager to help you with all your prescription needs.

Can I get my prescription filled at a nonparticipating pharmacy?

- If you use a nonparticipating pharmacy, you will pay the full price for your prescription. NOTE: Prescriptions for maintenance medications are not considered emergency fills.

I currently get my prescriptions by mail from Express Scripts. Will this change?

- Any existing home delivery prescriptions from the Express Scripts Pharmacy are not affected by this change.

I have a specific brand of medicine – how do I know another pharmacy carries this brand?

- All major pharmacies carry the same brand-name medicines. You can check with your new pharmacy when you transfer your prescription, but in all likelihood, you will be able to receive your medication at any of our convenient, quality network pharmacies

Can I get my brand via mail order? Will the cost be the same?

- Yes. All major pharmacies, including the Express Scripts Pharmacy, carry the same brand-name medications, plus you'll save money using the Express Scripts Pharmacy! Get started today by visiting www.StartHomeDelivery.com or if you don't have Internet access, call us at 800-347-0818 between 8:00 a.m. and 5:00 p.m. Central time, Mon-Fri.

How is 24 hour access affected?

- There are other convenient 24 hour pharmacy choices, often just down the street in the same neighborhood as Walgreens. In the event 24 hour access is needed for an emergency fill and no other pharmacy offers 24 hour service in your area, you can use a Walgreens pharmacy, pay full price for your prescription, and then submit a claim for reimbursement if your plan allows. It is important to note that not all Walgreens stores offer 24-hour prescription service, and there is the potential that 24 hour access at some Walgreens locations may be restricted in the coming year. NOTE: Prescriptions for maintenance medications are not considered emergency fills.

What is considered an emergency?

- Emergency prescriptions include: new prescriptions for pain relief due to injury or a prescription to treat a newly diagnosed or changed serious medical condition where delay of treatment would hinder recovery. NOTE: Prescriptions for maintenance medications are not considered emergency fills.

I'm frustrated with this issue. Why am I being asked to get involved in the ESI-Walgreens dispute?

- We apologize and understand your frustrations. It is not the goal to have patients in the middle of negotiations. Our goal is to ensure that your prescription drugs remain affordable and accessible. If you'd like, we'd be happy to assist you in locating a new pharmacy and starting the process of transferring your prescriptions.

Walgreens gave me a brochure. What address can I send it to?

- Before mailing the brochure back, we'd like to give you more information around the issue. Express Scripts is very committed to keeping your prescription drugs affordable and accessible. Your network contains tens of thousands of other conveniently located pharmacies that offer the same medications at a lower cost than Walgreens. Even if you don't see a difference in the amount you pay at the pharmacy today, the higher costs charged by Walgreens may affect your future premiums.

The brochure can be shared with your HR department. Or, if you do not have an HR representative, you may send any correspondence regarding this issue to Express Scripts' corporate office at:

Express Scripts
Attention: Corporate Quality
One Express Way
St. Louis, MO 63121

How can I avoid this topic with Walgreens while filling my prescription?

- Unfortunately, we cannot guarantee that this topic will not be discussed with you when using Walgreens to fill your prescriptions. We can guarantee that other pharmacies in your Express Scripts network are readily available and able to assist your needs. If you'd like, we'd be happy to help you locate a new pharmacy and start the process of transferring your prescriptions.

I've heard that the Walgreens negotiation is a result of Healthcare Reform. Is this true?

- The negotiations are in no way related to Healthcare Reform.

Express Scripts regularly negotiates cost-competitive contracts with all of its network pharmacies, including Walgreens. Reducing costs for plan sponsors helps Express Scripts maintain its commitment to make prescription drugs affordable and accessible for all members. Your network contains tens of thousands of other conveniently located pharmacies offering the same medications at a lower cost than Walgreens. Even if you don't see a difference in the amount you pay at the pharmacy today, the higher costs charged by Walgreens may affect your future premiums.

Why was I informed of this change by Walgreens instead of Express Scripts?

- We apologize if you have not been informed of this change. Express Scripts will be mailing a letter to all members who have recently filled a prescription at a Walgreens. This letter will provide you with the three closest pharmacies to your current Walgreens. However, we are happy to assist you in locating a new pharmacy and getting your script transferred today.

I prefer to use a drive-thru pharmacy. Can you provide an alternative with a drive-thru?

- We understand that this change may cause some issues with the transition. We are unable to track our pharmacies that provide drive-thru service. But, let us assure you that the pharmacists in the Express Scripts prescription-drug network are eager to serve you and have the tools to do so. Many of these pharmacies are conveniently located and offer more cost-effective prescription options than Walgreens.

I travel frequently and need a pharmacy where I can walk in and get my prescription filled wherever I am, without the hassle of trying to get it transferred from a local pharmacy.

- Many pharmacies, like Wal-Mart and Target, allow for the national service that you are looking for. If you would like, we can look up national chains in any area to assist as you plan to travel. You also have easy access to this information using the Express Scripts website.