

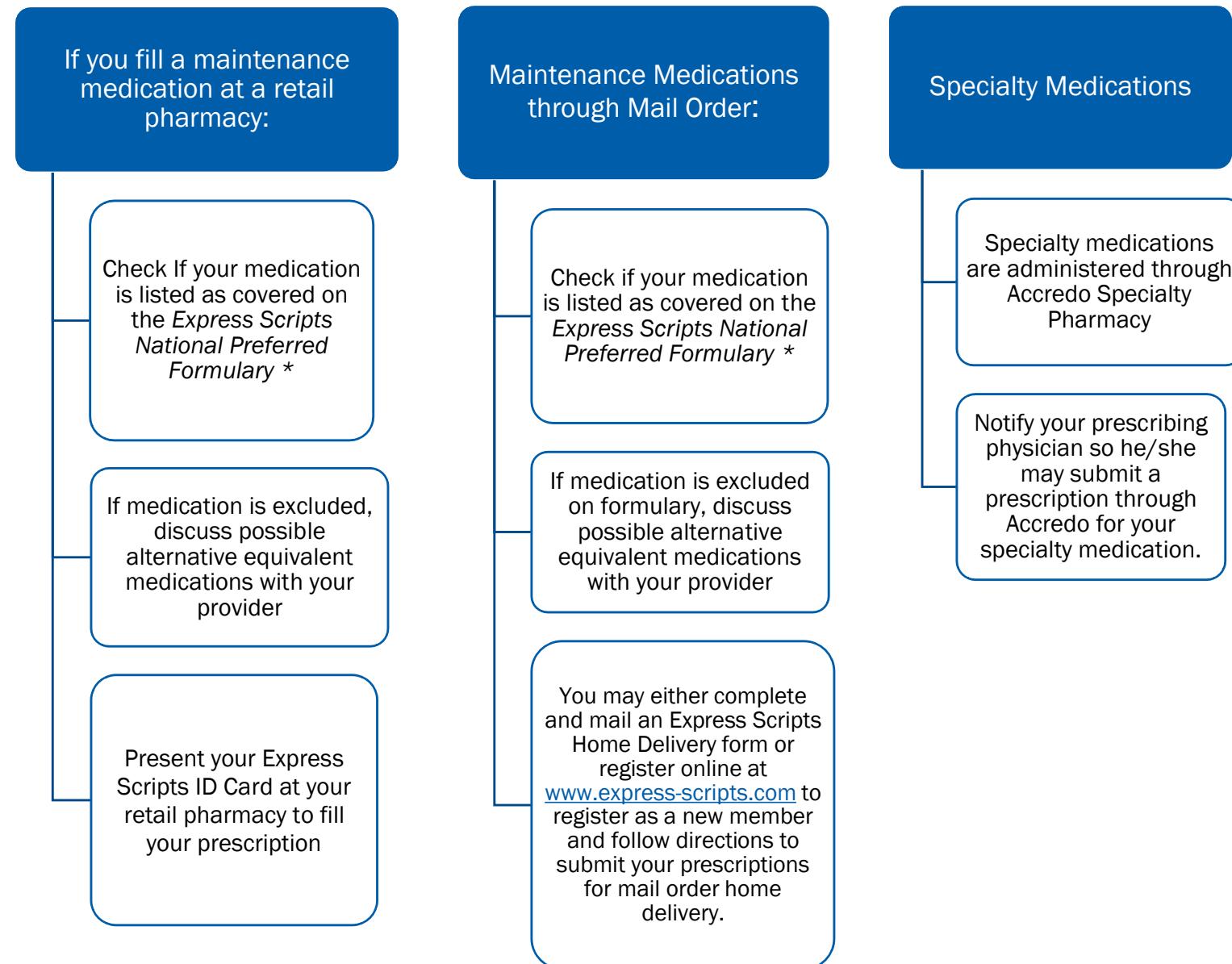
# Aetna (medical) vs. Express Scripts (prescription)

- Present your Aetna ID card when:
  - Visiting your Primary Care Physician for an annual check-up or general non-urgent health questions
  - Specialist office visits
  - Emergency Room <sup>1</sup>
  - In-patient Hospital stays
  - Surgery <sup>2</sup>
  - Therapy (physical, speech, etc.) <sup>2</sup>
  - Chiropractic Care <sup>2</sup>
  - These are just a few of the basic most-common medical benefits utilized. Refer to your plan's benefit summary for more details.
- Present your Express Scripts ID card when:
  - Filling a prescription at a local participating pharmacy
  - Your doctor's office needs to send an electronic prescription either to your local pharmacy or to ESI's specialty pharmacy, Accredo

<sup>1</sup> Must meet medical emergency criteria

<sup>2</sup> May require prior authorization as proof of medical necessity

# ■ What Steps do I need to take for my Prescription Plan?



\* National Preferred Formulary is a high-level listing of the most commonly prescribed medications and is not all-encompassing. If you do not see your prescription drug listed, this does not mean that the medication is not covered. Check with your prescribing physician's office to verify coverage.

# ■ Member Advocacy is Here to Help

Conner Strong & Buckelew

- Speak to a specially trained and experienced Member Advocate at Conner Strong & Buckelew to get help with benefits
- Contact Member Advocacy when:
  - You have questions regarding the Aetna and Express Scripts transition
  - You have questions about a doctor bill or Explanation of Benefits
  - You are unclear how your benefits work
  - You need information about adding or removing a dependent
  - You need help resolving a medical or prescription benefit issue
- Call 1.800.563.9929
- Visit [www.connerstrong.com/memberadvocacy](http://www.connerstrong.com/memberadvocacy)
- Email [cssteam@connerstrong.com](mailto:cssteam@connerstrong.com)