



Express Scripts Client Website

Features and Capabilities

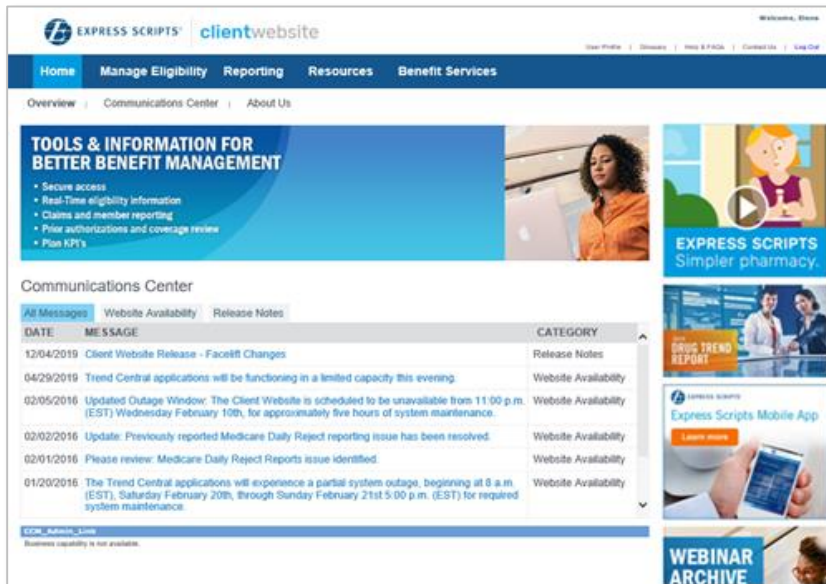
2020



A Client Website with Express Scripts' Consumer Expertise

Digital strategy encompasses the Client and Member experiences

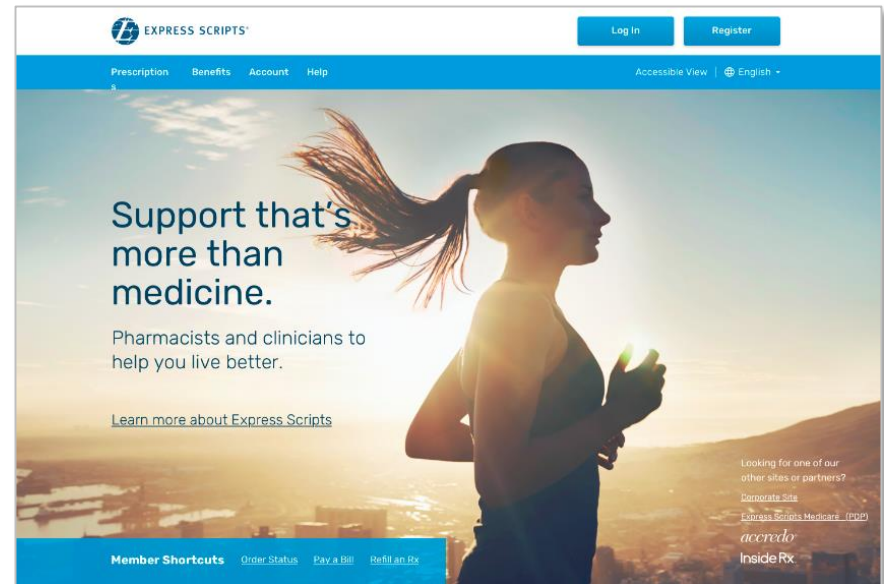
Business to Business



The screenshot shows the Express Scripts Client Website interface. The header includes the Express Scripts logo and the text 'clientwebsite'. Below the header is a navigation bar with links: Home, Manage Eligibility, Reporting, Resources, and Benefit Services. The main content area features a section titled 'TOOLS & INFORMATION FOR BETTER BENEFIT MANAGEMENT' with bullet points: Secure access, Real-Time eligibility information, Claims and member reporting, Prior authorizations and coverage review, and Plan HPI's. Below this is a 'Communications Center' section with tabs for All Messages, Website Availability, and Release Notes. A table lists messages with columns for DATE, MESSAGE, and CATEGORY. The table includes messages from 12/04/2019 to 01/20/2016, covering topics like Client Website Release - Facelift Changes, Trend Central applications, and system outages. To the right of the table are links for 'EXPRESS SCRIPTS Simpler pharmacy', 'EXPRESS SCRIPTS Mobile App', and 'WEBINAR ARCHIVE'.

DATE	MESSAGE	CATEGORY
12/04/2019	Client Website Release - Facelift Changes	Release Notes
04/29/2019	Trend Central applications will be functioning in a limited capacity this evening.	Website Availability
02/05/2016	Updated Outage Window: The Client Website is scheduled to be unavailable from 11:00 p.m. (EST) Wednesday February 10th, for approximately five hours of system maintenance.	Website Availability
02/02/2016	Update: Previously reported Medicare Daily Reject reporting issue has been resolved.	Website Availability
02/01/2016	Please review: Medicare Daily Reject Reports issue identified.	Website Availability
01/20/2016	The Trend Central applications will experience a partial system outage, beginning at 8 a.m. (EST), Saturday February 20th, through Sunday February 21st 5:00 p.m. (EST) for required system maintenance.	Website Availability

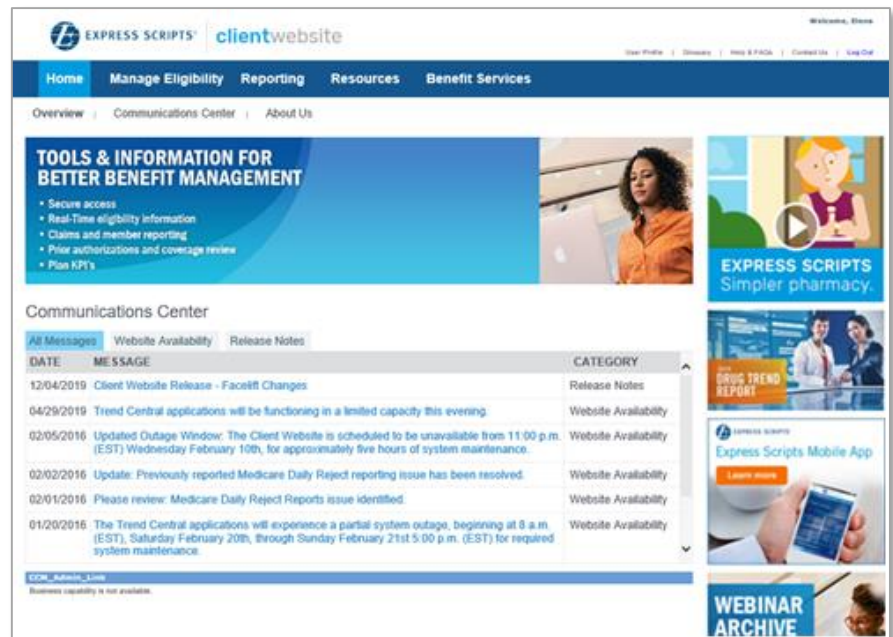
Business to Consumer



The screenshot shows the Express Scripts Consumer Website interface. The header includes the Express Scripts logo and the text 'EXPRESS SCRIPTS'. Below the header is a navigation bar with links: Prescription, Benefits, Account, and Help. The main content area features a large hero image of a woman running, with the text 'Support that's more than medicine.' and 'Pharmacists and clinicians to help you live better.' Below this is a link 'Learn more about Express Scripts'. At the bottom, there is a 'Member Shortcuts' section with links: Order Status, Pay a Bill, and Refill an Rx. On the right side, there are links for 'Looking for one of our other sites or partners?', 'Corporate Site', 'Express Scripts Medicare (enb)', 'acredo', and 'Inside Rx'.

Real-Time Access to Operational Systems to Administer Your Pharmacy Benefit

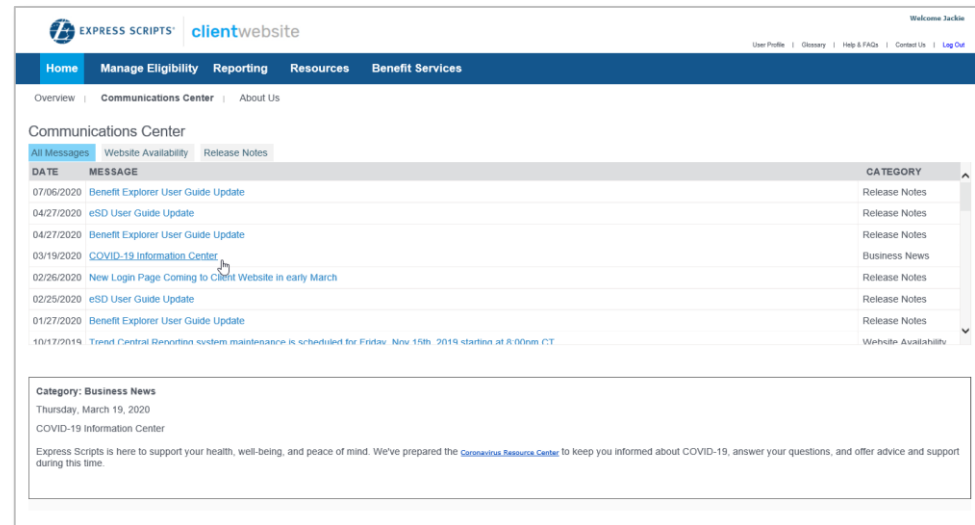
- eService Delivery: View member benefit information, claim history, and copay pricing, locate participating pharmacies, update eligibility, and prior authorizations
- Coverage 360: Monitor and/or manage coverage reviews and appeals
- Reporting: Perform on-demand reporting and analysis using intuitive and comprehensive tools
- Benefit Explorer: Validate benefits including copays, accumulators, coverage rules and formularies



Real-Time Access to Operational Systems to Administer Your Pharmacy Benefit

The latest and most relevant news and updates, organized by categories that are customizable based on interests:

- Clinical news
- Business news
- Website availability
- Release notes
- Documents



The screenshot displays the Express Scripts client website interface. At the top, the Express Scripts logo and 'clientwebsite' are visible. A navigation bar includes links for Home, Manage Eligibility, Reporting, Resources, and Benefit Services. Below this, the 'Communications Center' is active, showing tabs for All Messages, Website Availability, and Release Notes. A table lists messages with columns for DATE, MESSAGE, and CATEGORY. The messages include updates for Benefit Explorer User Guide, eSD User Guide, and COVID-19 information. A specific message about COVID-19 information is highlighted, and a detailed view of this message is shown below the table, including the date (Thursday, March 19, 2020) and the content of the COVID-19 information center.

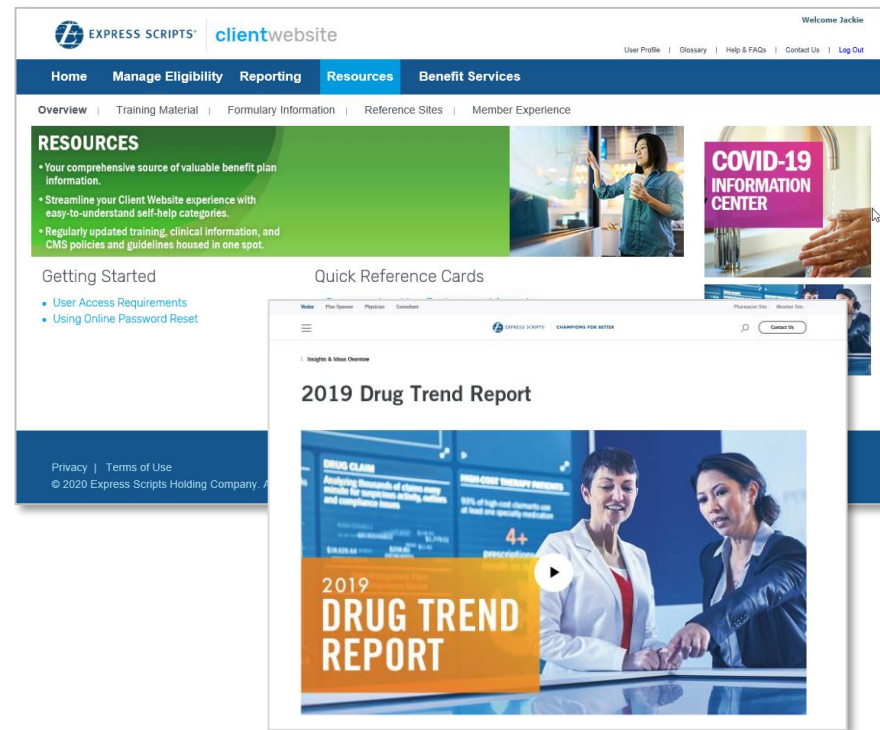
DATE	MESSAGE	CATEGORY
07/06/2020	Benefit Explorer User Guide Update	Release Notes
04/27/2020	eSD User Guide Update	Release Notes
04/27/2020	Benefit Explorer User Guide Update	Release Notes
03/19/2020	COVID-19 Information Center	Business News
02/26/2020	New Login Page Coming to Client Website in early March	Release Notes
02/25/2020	eSD User Guide Update	Release Notes
01/27/2020	Benefit Explorer User Guide Update	Release Notes
10/17/2019	Trend Central Reporting system maintenance is scheduled for Friday, Nov. 15th, 2019 starting at 8:00am CT	Website Availability

Category: Business News
Thursday, March 19, 2020
COVID-19 Information Center
Express Scripts is here to support your health, well-being, and peace of mind. We've prepared the [Coronavirus Resource Center](#) to keep you informed about COVID-19, answer your questions, and offer advice and support during this time.

Real-Time Access to Operational Systems to Administer Your Pharmacy Benefit

The Resources center brings news and information, such as:

- Research and reports
- Clinical news
- Industry and regulatory information
- Training materials – including user guides and quick reference cards



Client Reporting with Trend Central®

An intuitive web-based reporting and analytics platform which provides the tools you need to better manage your pharmacy benefit program. Common uses include:

- Handling member support needs
- Budgeting\Cost Analysis
- Identify\monitor trends that drive cost
- Fraud, Waste, and Abuse analysis
- Monitor Key Performance Indicators




Appendix

Sample Screens



eSD Eligibility Profile



EXPRESS SCRIPTS®

clientwebsite

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 [Mail Only Order Review System](#)

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Member Information	Member/Dependent Information	Group Information
Member#: 5858553TX Last Name: Brady First Name, MI: Mike Effective Date: 08/06/2020 End Date: Eligibility Status: Active	Name(s): Brady, Mike Relationship: Member (1) DOB: 01/02/1954 (Age: 66) Gender: Male (Person #: 001) RTS Override: Ther/Yac/Lost	Group #: CASTRN4 Name: E-SD TRAINING GROUP Effective Date: 01/01/1995 Termination Date: Retail Umbrella#: Benefit Group: Claim Type: Card/Direct/Mail

[Member Selection](#) > [Eligibility Details](#)

[HELP](#)

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Functions

[Searches](#) >
[Refill Center](#) >
[Order Status](#) >
[Eligibility/Profiles](#) >
[Group Benefits](#) >
[Billing/Account Info](#) >
[Claims/Acct Summary](#) >
[Drug Coverage/Pricing](#) >
[Prior Authorization](#) >
[Network Providers](#) >
[Forms/Correspondence](#) >
[Privacy](#) >
[Caregiver Enabling](#) >
[Vendor Patient Data](#) >
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Eligibility Details

[View Individual Benefits](#)

[Update Details](#)

[Add Dependent](#)

Eligibility Address

[View Change History](#)

Address: 100 Parsons Pond Drive
Suite 1
Foreign Address:
City: Anytown
State: NJ
Zip: 12345
Phone #: (972)915-2400
Cell Phone #:
Email: Mike@brady.com

Shipping Address

[Edit Shipping Address](#)

Address: 9353 S PADRE ISLAND DR
City: CORPUS CHRISTI
State: TX
Zip: 78418-0000
Phone #: (361)442-3203
Email: mikebrady@gmail.com

This address has been validated.

[\(Edit \)](#)

Pass Through Information

[View Change History](#) | [View History](#)

Effective Date:
Insurance Code:

Locator:
Pass Through Information:

Family Coverage

[View Change History](#) | [View History](#)

Current Status: Full Family
Effective Date: 08/06/2020
End Date:
Certification Edit: Month/Date/Year of Birth/Relationship

Coordination of Benefits

[View Change History](#) | [View History](#)

COB: Secondary with/to Med D
Effective Date: 01/01/2014
End Date: 07/30/2020
Alternate Group:

Alternate Member Code:
Alternate Member Number:
Alternate Person Number:


Eligibility Indicators

[View Change History](#)

Medicare:
Medicare Effective Date:
Client Account #: 000111998

MED B#:
Medicare End Date:
AOP Record:

Benefit Explorer

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Home | Manage Eligibility | Reporting | Resources | **Benefit Services**

Overview | **Benefit Explorer**

[Site Map](#) | [FAQs](#)

Functions

- Searches >
- Physician Services >
- Pharmacy Phone Update >
- Directories >
- Queue Search >
- Forms/Correspondence >
- Privacy Notice Non-Elig >
- Medicare Enrollment >
- Medicare Part D >
- Benefit Explorer

Summary | **Copays** | Coverage & Dispensing Rules | Accumulators | Formularies

Copays | Modifier Rules

View By: Entity *Pharmacy specific copays exist

Claim Type: Card

OCC2 COPAY	01/01/2009 - 12/31/2999	
OCC8 COPAY BASE	01/01/2009 - 12/31/2999	
EXCEPTION COPAY	01/01/2015 - 12/31/2999	
COPAY	12/01/2009 - 12/31/2999	
EXCEPTION DISPENSING PRODUCT	12/01/2009 - 12/31/2999	
ANCILLARY OVERRIDE EXCEPTION	12/01/2009 - 12/31/2999	
COPAY MODIFIER PRODUCT B2B	01/01/2009 - 12/31/2999	View associated rules
COPAY MODIFIER PRODUCT B2G	01/01/2009 - 12/31/2999	View associated rules
HALF TAB COPAY MODIFIER HLF	09/01/2013 - 12/31/2999	View associated rules

SAMPLE SCREEN

Trend Central®

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TC Demo Client

[Change Client](#)

Population
[Population Summary](#)

Total: TC Demo Client

Time Period
Year To Date (01/20-07/20)

[Trend Central 2](#)

[My Dashboard](#)

[My Custom Reports](#)

[My Products & Services](#)

[My Populations](#)

News Alert

- First FDA-approved drug for DM... (Sep 23, 2016)
- Generic Crestor Launched (May 02, 2016)
- Abuse-Deterrent Xtampza ER App... (Apr 29, 2016)
- FDA Approves Inflectra, a bios... (Apr 06, 2016)
- Zepatier Approved for Hepatiti... (Feb 11, 2016)

[View All...](#)

My Key Metrics

Benchmark: Midmarket Employer

View By: ☒ PMPM ☐ PSPM

[Visit My Dashboard](#)

Total: TC Demo Client

	01/20-07/20	% Change	Benchmark
Members	47,619	8.7%▲	- >>
Member Age	33.6	5.7%▲	36.4 >
Rxs	150,342	-1.8%▼	- >
Plan Cost	\$21,497,790	1.6%▲	- >
Plan Cost PMPM	\$64.50	-6.5%▼	\$116.75 >
Plan Cost per Rx	\$142.99	3.5%▲	\$142.75 >
Rxs PMPM	0.45	-9.6%▼	0.82 >
Generic Fill Rate	87.0%	1.6%▲	87.1% >
Home Delivery Utilization	70.9%	3.8%▲	26.6% >
Specialty % Plan Cost	46.7%	11.8%▲	- >
Member Cost Share	15.3%	6.0%▲	11.6% >

[View Additional Metrics](#)

Members

My Activity

[Reports](#) | [Scheduled reports](#)

TITLE	AUTHOR	CREATED ▼	TYPE	STATUS
test MKM optional report	R. Yamada	04/03/2017	Report	✓


[View all reports](#)

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SAMPLE SCREEN

Coverage 360

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HomeManage EligibilityReportingResourcesBenefit Services

Ext C360 Coverage User - Internet Explorer

Coverage 360Welcome Giambrone, Jackie

HCR NonFormImagesCaseWork Manager

HomeEligibility CaseCase SearchWork ManagerCR57994518

Capture Contact Information

Medium Of InteractionPhone

DirectionIn

Contact First Name*

Contact Last Name*

Reason For Interaction*Case Build

Caller CodeDoctors Office - Initiated

Comments

Request Received Date*8/14/2020 9:51 AM

Patient Search

Member #

Urgency*☐ Not Urgent☐ Urgent

Last Name

First Name

DOB

SearchShow All

+ Claims Summary

+ Pharmacy Information

+ Prescriber Search


+ Drug Search

+ Prescription Details

+ Update Patient Contact Details

Create Case

Online Coverage Review (Standalone Mail)

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Benefit Services

Overview | E-Service Delivery | Coverage 360 | Mail Only Order Review System

Mail Only Order Review System

Can't find what you're looking for?
[Search for a case.](#)

Results for: Eligibility

To view case details, click on a Case ID below.

☒ All

☐ Mail

☐ Specialty


return to select case type

Case List

Case ID	Date	Member #	Patient name	RX #/LocaNo	Specialty?	Drug name	Reject Code/Description	Status	Work Log	Carrier Number
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SAMPLE REPORT

Pre-Edit Reports


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Preedit Reports
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Preedit Reports
Eligibility Preedit Reports - First 15 days
Show entries

Search:

Title	Customer ID	Client Name	Date/Time Posted
Eligibility Preedit Reports #6277	6277		08/14/2020 09:15 AM
Eligibility Preedit Reports #8305	8305		08/14/2020 08:17 AM
Eligibility Preedit Reports #8314	8314		08/14/2020 08:17 AM
Eligibility Preedit Reports #8219	8219		08/14/2020 08:17 AM
Eligibility Preedit Reports #8155	8155		08/14/2020 08:17 AM
Eligibility Preedit Reports #8144	8144		08/14/2020 08:17 AM
Eligibility Preedit Reports #8105	8105		08/14/2020 08:17 AM
Eligibility Preedit Reports #8008	8008		08/14/2020 08:17 AM
Eligibility Preedit Reports #7940	7940		08/14/2020 08:17 AM
Eligibility Preedit Reports #7483	7483		08/14/2020 08:17 AM
Eligibility Preedit Reports #7163	7163		08/14/2020 08:17 AM
Eligibility Preedit Reports #6982	6982		08/14/2020 08:17 AM
Eligibility Preedit Reports #6754	6754		08/14/2020 08:17 AM
Eligibility Preedit Reports #5979	5979		08/14/2020 08:17 AM
Eligibility Preedit Reports #5911	5911		08/14/2020 08:17 AM
Eligibility Preedit Reports #5959	5959		08/14/2020 08:17 AM
Eligibility Preedit Reports #5888	5888		08/14/2020 08:17 AM
Eligibility Preedit Reports #5475	5475		08/14/2020 08:17 AM
Eligibility Preedit Reports #5351	5351		08/14/2020 08:17 AM
Eligibility Preedit Reports #5353	5353		08/14/2020 08:17 AM
Eligibility Preedit Reports #3441	3441		08/14/2020 08:16 AM
Eligibility Preedit Reports #3442	3442		08/14/2020 08:16 AM
Eligibility Preedit Reports #3456	3456		08/14/2020 08:16 AM
Eligibility Preedit Reports #3117	3117		08/14/2020 08:16 AM
Eligibility Preedit Reports #2115	2115		08/14/2020 08:16 AM

Showing 1 to 25 of 483 entries

Previous
1
2
3
4
5
...
20
Next

[15 - 30 days](#)

