



Smart90® Walgreens Program FAQs

Pinellas County's prescription plan includes the Smart90 Walgreens Program.
Long-term medications for chronic conditions need to be prescribed in 90-day supplies and filled by your local Walgreens pharmacy or by Express Scripts home delivery unless you find a lower cost alternative.

What is Smart90?

Smart90 is an exclusive pricing agreement with Express Scripts and Walgreens. This program provides discounts on maintenance prescription drugs for Pinellas County and its covered individuals.

What is a maintenance medication?

A maintenance medication is used on an ongoing basis (three months or longer) for a long-term or chronic condition. Examples:

- Asthma medication
- Birth control pills
- Blood pressure medication
- Cholesterol medication
- Epi-Pens
- Eye drops
- Insulin
- Topical creams

The [Express Scripts Maintenance Medications List](#) provides a comprehensive summary of most covered medications (please note this list is subject to change).

What is a long-term condition?

Long-term or chronic conditions are those which require regular doses of medication to provide treatment in order to improve or maintain the health of the patient. Examples of chronic conditions are high blood pressure, diabetes, COPD, depression and asthma.

What if I fill a prescription at a pharmacy other than Walgreens such as CVS or Publix?

- For a *short-term medication* such as antibiotics, typically taken for up to 30 days, you can fill the prescription at any pharmacy and the cost is subject to co-pay or coinsurance (see details at www.pinellascounty.org/hr/prescription).

- For a *long-term maintenance medication*, if you do not fill the prescription at Walgreens or Express Scripts home delivery, you will pay the full cost of the medication unless you find a lower cost alternative.

What does "full cost" mean?

"Full cost" is the actual cost of your medicine. For example, the actual cost for a 90-day supply of the medicine might be \$381, but if you have a copay or coinsurance, your payment might only be \$30. "Full cost" means that you would pay the entire \$381.

What if I get 30-day supplies?

If your medication is a maintenance medication, and you get a 30-day supply instead of 90-day, you will pay the full cost of the medication after two 30-day fills.

What if I find a lower cost alternative to purchase my medication?

You do not have to use Walgreens or Express Scripts home delivery if you have a lower cost alternative. You should be a smart healthcare consumer and make the best choice for you. Smart90 does not prevent the use of cost-saving options such as discount cards, drug manufacturer assistance or going to another stores that offers medications at a lower cost or no cost. There are websites with price comparison lists including [Express Scripts](#).

Does a manufacturer coupon count towards my deductible and out-of-pocket max?

Only the amount you pay out-of-pocket when using manufacturer coupons will be applied toward your deductible and out-of-pocket maximum.

How can I find out how much a medication will cost?

- Ask your pharmacist.
- Log into the Express Scripts website at www.express-scripts.com or the Express Scripts mobile app, and select *Price a Medication* from the *Prescriptions* menu to view your options.

Are there drawbacks to using more than one pharmacy?

If you obtain medications from more than one pharmacy, be sure the pharmacist knows about any other medications you are taking in order to monitor drug interactions.

What about a new prescription? It doesn't make sense to order a 90-day supply before I know if it works.

A prescription for a medication that is new to you is not subject to the Smart90 Program. You may fill a prescription for a new maintenance medication twice in 30-day quantities. On the third fill, you need to order a 90-day supply or pay the full cost of the medication.

What about prescriptions that are only available in a 30-day supply?

If a prescription is only available in a 30-day supply, it is not subject to the Smart90 Program. You may fill such a prescription in 30-day quantities for the regular co-pay and coinsurance, and not pay full cost.

How does the Smart90 Program work for Consumer Driven Health Plan participants filling a preventive medication?

In order to get a *90-day supply* you need to use Walgreens or Express Scripts home delivery. A *30-day supply* may be filled at any retail pharmacy. In either case, the cost is covered at 100% for a preventive medication.

What about allergy shots?

Medicines administered in a treatment setting such as a doctor's office or hospital are not part of the Express Scripts program so are not included in this program. They are covered by your UnitedHealthcare medical plan.

HOME DELIVERY FAQs

How do I sign up for Express Scripts home delivery?

Visit www.express-scripts.com or call Express Scripts at (866) 544-9221 to say you'd like your medicine delivered.

Do I have to pay shipping with Express Scripts home delivery?

No. There is free standard shipping with Express Scripts home delivery.

Can my prescriptions be auto-filled?

Yes. Log on to www.express-scripts.com. Select the *Prescriptions* tab and *Automatic Refills* for details.

If I change to home delivery, how soon will my medicine be delivered after it's ordered?

Orders are usually processed 48 hours from when they are sent in. Your medicine should be delivered in about 8 days (10-14 days if it's a new prescription). Please have a one-month supply of your medicine on hand when you place your order. You can check your order status by going to www.express-scripts.com.

Won't the heat in my mailbox damage the medication, sitting there all day?

If the medication being delivered to your home needs refrigeration, it will be appropriately packaged. All of your medications will be delivered in a confidential, tamper-proof, weather-resistant package.

If I use home delivery, can I talk with a pharmacist?

Yes. Express Scripts pharmacists are available 24 hours a day, 7 days a week for private consultation. An average of 1 in 10 patients speaks with an Express Scripts pharmacist for an average of 12 minutes. This compares with an average of 1 in 25 customers who talk with a retail pharmacist for an average of 2 minutes.

Is there a payment plan available for home delivery?

Yes. Express Scripts offers an Extended Payment Plan that lets you pay for your home delivery medications in 3 monthly installments instead of paying the full amount all at once.