

We are a church organization serving other church organizations with affordable health and benefits coverage tailored to the unique needs of each member organization. We understand the Church because we are part of the Church.



## **Mail vs. Retail Pharmacy: My insurance company changed but I have prescriptions that still have refills. Now what?**

*Getting your prescriptions transferred over to Express Scripts is simple!  
Follow the steps below to ensure that there is no interruption with receiving your medications.*

### **Mail Order Pharmacy**

If you are taking a maintenance medication (which is a prescription that you take ongoing), follow the steps below to have the prescription transferred to your new Express Scripts mail order plan.

1. Contact the Doctor's office who wrote you the prescription and let them know that your insurance carrier has changed. Be sure to provide them with your new ID card information, which will indicate the phone number for your new Pharmacy Benefits Management Company – Express Scripts, Inc.
2. Advise your Doctor that you need them to transfer your prescription to the Express Scripts mail order pharmacy. Your doctor can do this by calling the 800 number for Express Scripts, Inc. advising them that they need to transfer an Rx from your prior carrier, to the new one.

To mail in a prescription your doctor has already written, find forms for new prescription requests for your doctor and claim forms for retail pharmacy purchases, print a member ID card or find your BIN# or ID#, log in to your account at [mycbs.org/health](https://mycbs.org/health). Click on "My Prescription Drugs" under the "My Account" banner on the left side of the page, then click on "Forms & Cards."

### **Retail Pharmacy**

If you are currently taking a medication that you pick up every so often from your local pharmacy, all you would need to do is present your new Christian Brothers identification card to the pharmacist. They will update the information in their system, process it under your new benefits, and you're done!

If you have any questions regarding  
your Prescription plan, please contact  
**Express Scripts at  
800.718.6601**

**If not enrolled yet**, visit [mycbs.org/health](https://mycbs.org/health), log into your account. Select "My Prescription Drugs" and register with ESI.



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