

## Quick Reference Guide

<b>Express Scripts Medicare Customer Service</b>	
Call here to find out in advance if a drug is covered or to ask other general questions.	
<b>Call:</b> 1.800.860.7849	<b>Hours:</b> 24 hours a day, 7 days a week
<b>TTY:</b> 1.800.716.3231	
<b>Grievance Contact Information</b>	
Use this information to file a grievance.	
<b>Write:</b> Express Scripts Medicare Attn: Grievance Resolution Team P.O. Box 3610 Dublin, OH 43016-0307	<b>Call:</b> 1.800.860.7849 <b>TTY:</b> 1.800.716.3231 <b>Fax:</b> 1.614.907.8547 <b>Hours:</b> 24 hours a day, 7 days a week
<b>Initial Coverage Reviews</b>	
Use this contact information if you need a coverage decision for a medication that requires authorization before filling a prescription at a retail or home delivery pharmacy or you need a coverage decision about a restriction on a specific medication, to request a lower cost-sharing amount or to request a medication that is not on your plan's formulary.	
<b>Write:</b> Express Scripts Attn: Medicare Reviews P.O. Box 66571 St. Louis, MO 63166-6571	<b>Call:</b> 1.844.374.7377 (1.844.ESI.PDPS) <b>TTY:</b> 1.800.716.3231 <b>Fax:</b> 1.877.251.5896 <b>Hours:</b> 24 hours a day, 7 days a week
<b>Appeals Contact Information</b>	
Use this contact information if you need to file an appeal because your coverage review was denied or because your request for a restricted medication or to lower the cost-sharing amount of a specific medication was denied.	
<b>Write:</b> Express Scripts Attn: Medicare Appeals P.O. Box 66588 St. Louis, MO 63166-6588	<b>Call:</b> 1.844.374.7377 (1.844.ESI.PDPS) <b>TTY:</b> 1.800.716.3231 <b>Fax:</b> 1.877.852.4070 <b>Hours:</b> 24 hours a day, 7 days a week
<b>Paper Claim Submission</b>	
Mail request for payment with receipts to:	
Express Scripts Attn: Medicare Part D P.O. Box 14718 Lexington, KY 40512-4718	
<b>To obtain a Direct Claim Form:</b>	
Download from our website, <a href="http://express-scripts.com">express-scripts.com</a> , in the Medicare Resources Center found in the Benefits menu, or call Customer Service.	
The Direct Claim Form is not required, but it will help us process the information faster. It's a good idea to make a copy of all of your receipts for your records.	