

Do you fill your prescriptions via mail order?

Albuquerque Public Schools medical plan participants who order medications through the Express Scripts (formerly Medco) home delivery pharmacy service may notice a change to the look of their prescription bottle and its packaging. This is because mail order medications will be filled by either an Express Scripts Pharmacy or a Medco Pharmacy beginning in April, 2013. These changes are related to the integration of Medco and Express Scripts.

You may notice the following changes:

- Different Prescription Bottles – Medco prescription bottles are white; Express Scripts prescription bottles are orange
- Different Prescription Bottle Caps – Prescription bottle caps may either be one piece or two pieces
- Different Labels – while the content on the labels is the same, the type style and layout are different
- Medication may be dispensed in the manufacturers' unit of use packaging instead of a prescription vial
- Packaging for temperature-sensitive prescriptions may be different, but all packaging meets the temperature requirements recommended by the manufacturer

What remains the same?

You and your covered family members who fill prescriptions via mail order will continue to send prescriptions and refill orders to Express Scripts Mail Order just as you do today. And if you have a question, you'll continue to call the Express Scripts Patient Care Contact Center at 1-866-563-9297. It is important to note that, although the packaging may be changing, your pills or drug will look and be the exact same medication (from the same manufacturer) that you have received from Medco's pharmacies in the past.

Patient safety is Express Scripts' number one priority. Even though the prescription bottles, labeling and literature packets may appear to be different, these materials still meet federal and state pharmacy regulations. The temperature-sensitive packaging may also look different but it meets all temperature requirements recommended by the manufacturer.

Your medications still undergo the same rigorous processes for safety and accuracy.