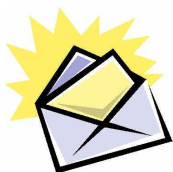


Physicians Using Mail Order

NEW PRESCRIPTIONS



Patient Mailing in Prescription:

- Should be written for a 90-day supply of medication. The member can mail the script with a completed mail order form to:

Express Scripts, Inc.
PO Box 1007
Bensalem, PA 19020



Provider Calling in Prescription: 888-720-3934 (option 2)

- OSU Physician Dedicated Line (for Physicians Prescribing for OSU Health Plan members only)

You can select from options that allow you to:

- * Leave a voicemail for a 90-day supply of medication
- * Speak to a pharmacist
- * Obtain faxing information
- * Contact Curascript for specialty medications
- * Speak to the ESI Prior Authorization department



Provider Faxing in Prescription: 800-636-9494

- Scripts can be faxed to a dedicated new prescription line for a 90-day supply of medication
- **Below is information that may assist with expediting faxed prescription requests:**
 - ⇒ ESI can only accept a faxed prescription from the physician or an authorized party within the physician's office. The office information must populate in the fax header.
 - ⇒ Ensure script is signed and dated
 - ⇒ Please allow 1-2 business days for a faxed prescription to be visible and begin processing at ESI
 - ⇒ Scripts written on protected or security script pads do not fax clearly due to the safety ink process and are often times illegible

* All prescriptions should have the following information located on the prescription

(If faxing, please include this information on the cover sheet):

- ⇒ Patient's Name, ID number, date of birth and address
- ⇒ Prescribing Physician's name, office phone number and fax number

* *E-prescribing can be utilized with approved vendors*