

ESI Prescription Drug Coverage – FAQs:

Effective January 1, 2025, Bay District Schools has partnered with Express Scripts (also called ESI) to deliver our pharmacy benefits. These FAQs will help you understand our new pharmacy partner and your coverage.

Q1: How can I contact Express Scripts?

A1: For questions or information about your prescription plan, please register and log in anytime on or after your plan effective date at express-scripts.com. You can also call Express Scripts at 800-957-7259 or use the toll-free number on your prescription ID card.

Please refer to the document below for instructions on how to register and utilize all features within ESI's member portal.

- [Member Portal Access Guide – Easy Use](#)
 - [Member Portal User Guide](#)
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Q2: Does ESI have a mobile app?

A2: Yes. Through ESI's mobile app, you can:

- check on the price of medications,
- locate participating pharmacies,
- determine if a medication is covered,
- determine if the medication requires prior auth or step therapy,
- determine if the medication has quantity limitations,
- view your ID card,
- and more.

The flyer below will provide instructions on how to register for the mobile app and what features are available.

- [ExpressScripts mobile app](#)
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Q3: How are specialty medications covered?

A3: Specialty Pharmacy medications are high-cost injectable, infused, oral or inhaled medications that generally require close supervision and monitoring of the patient's therapy.

Specialty Medications are divided into two categories:

- Self-Administered Specialty Medication – Patients administer these Specialty Pharmacy medications themselves. Because these medications are intended to be self-administered, these medications may not be covered if administered in a physician’s office. **Self-administered Specialty Pharmacy medications are covered under your prescription benefit through ESI.**

- o Refer to the pharmacy section in your Benefit Guide, Plan Summaries or log in to your ESI portal for Specialty Drug Cost shares.

- o Self-Administered Specialty drugs must be filled through Accredo.
[Accredo Brochure.](#)

- Provider-Administered Specialty Medications – These medications require the administration to be performed by a physician. The Specialty Pharmacy medications are ordered by a provider and administered in an office or outpatient setting. **Provider-administered Specialty Pharmacy medications are covered under your medical benefit through Florida Blue.** [A current listing of Provider-Administered Specialty Medications can be found here.](#) This list is subject to change by Florida Blue.

- o Applicable medical benefit cost share will apply based on location of service administered (i.e. office, outpatient, etc.)

Q4: Is mail-order covered under my plan?

A4: All plans cover mail-order prescriptions. Refer to the pharmacy section in your Benefit Guide or Plan Summaries for Mail-Order Cost shares. There is a cost advantage to the member for filling their prescriptions at a 90-day supply.

To locate a participating mail-order pharmacy, members can register and log into ESI’s website and search for participating pharmacies OR call ESI.

ESI does have their own mail-order pharmacy which members may utilize. Please see instructions on how to set up mail-order through ESI’s mail order pharmacy.

- [Getting Started with Home Delivery](#)

Q5: Is it permissible to use a manufacturer coupon alongside my health plan?

A5: Yes, provided that the pharmacy is capable of processing manufacturer coupons in conjunction with your insurance.

Exception: Currently, ESI mail order does not accept manufacturer coupons. However, other participating mail order pharmacies may accept them. Members have the option to choose any participating mail order pharmacy.

Q6: What should I do if my medication is not covered?

A6: If you are currently taking or have recently been prescribed an excluded medication, please consult your doctor about the possibility of writing a new prescription for one of the preferred alternatives. A list of excluded medications.

- [2025 Formulary Exclusions](#)
 - [2025 Formulary](#)
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Q7: Which diabetes management supplies are preferred under ESI?

A7: Please consult your ESI member portal to review the medications, supplies, and equipment covered, along with the associated costs. Below is a list of some of ESI's preferred supplies and equipment:

- [Free FreeStyle meter and test strips](#)
 - [Free OneTouch meter](#)
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Q8: Why do some medications have quantity limits?

A8: The FDA, medical researchers and drug manufacturers look at individual medications to determine a recommended maximum quantity considered safe. This is especially important for drugs that are challenging to take in the proper dose such as inhalers or nose sprays.

NOTE: Sometimes, doctors may write a prescription for a quantity larger than your plan covers. In this case, your pharmacist can contact your doctor and discuss changing your prescription to a higher strength, if one is available.

Q9: My drug requires Prior Authorization, what does that process look like?

A9: The below flyer provides an overview of the prior authorization process and what to do if you're out of medication.

- [Prior Authorization](#)
 - [Prior Authorization Form](#)
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Q10: My drug requires Step Therapy, what does that process look like?

A10: The below flyer provides an overview of the step therapy process and what to do if you're out of medication.

- [Step Therapy](#)
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If the information above didn't provide you with answers to your questions, please contact ESI at 800-957-7259.