Quick Reference Guide

Express Scripts Medicare	
Customer Service	
Call here to find out in advance if a drug is covered or to ask other general questions.	
Call: 1.800.860.7849 **TTY:** 1.800.716.3231	**Hours:** 24 hours a day, 7 days a week

Grievance Contact Information	
Use this information to file a grievance.	
Write: Express Scripts Medicare Attn: Grievance Resolution Team P.O. Box 3610 Dublin, OH 43016-0307	**Call:** 1.800.860.7849 **TTY:** 1.800.716.3231 **Fax:** 1.614.907.8547 **Hours:** 24 hours a day, 7 days a week

Administrative Coverage Reviews and Appeals Contact Information	
Use this information if you need to find out why a drug wasn't covered (or was covered at a higher cost than you expected) and what you can do about it.	
Write: Express Scripts Attn: Medicare Administrative Appeals P.O. Box 66587 St. Louis, MO 63166-6587	**Call:** 1.800.413.1328 **TTY:** 1.800.716.3231 **Fax:** 1.877.328.9660 **Hours:** Monday through Friday, 8:00 a.m. to 6:00 p.m., Central Time

Initial Clinical Coverage Reviews	
Use this information if you need to find out whether a drug is restricted in some way, including for prior authorization requests, and what you can do about it.	
Write: Express Scripts Attn: Medicare Reviews P.O. Box 66571 St. Louis, MO 63166-6571	**Call:** 1.844.374.7377 (1.844.ESI.PDPS) **TTY:** 1.800.716.3231 **Fax:** 1.877.328.9799 **Hours:** 24 hours a day, 7 days a week

Clinical Appeals Contact Information	
Use this information if you need to appeal an adverse decision about a drug that is restricted in some way.	
Write: Express Scripts Attn: Medicare Clinical Appeals P.O. Box 66588 St. Louis, MO 63166-6588	**Call:** 1.844.374.7377 (1.844.ESI.PDPS) **TTY:** 1.800.716.3231 **Fax:** 1.877.852.4070 **Hours:** Monday through Friday, 8:00 a.m. to 8:00 p.m., Central Time

Paper Claim Submission
Mail request for payment with receipts to:
Express Scripts Attn: Medicare Part D P.O. Box 14718 Lexington, KY 40512-4718
To obtain a Direct Claim Form: Download from our website, **www.Express-Scripts.com** 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.