



COVID-19 Test Kits and Reimbursement Frequently Asked Questions

Questions about Express Scripts (ESI)

Q: Who is ESI?

A: ESI is Health Options' pharmacy benefit manager that offers Members affordable prescription options through local pharmacies and mail-order delivery.

Q: How can I create/access my ESI portal?

A: You may create/access your portal by visiting www.express-scripts.com/login. You will need your Health Options' Member ID card to create your account.

Q: Is the ESI portal different from the Health Options' Member portal?

A: Yes, these are two different portals. If you would like to order tests or submit for test reimbursement, please log into your ESI portal by visiting www.express-scripts.com/login and go to the "Quick Links" on the right side of the homepage and click "Order At-home COVID-19 Tests."

Questions about using a Retail Pharmacy for tests

Q: Where can I find a list of retail pharmacies?

A: To find a retail pharmacy in your network, log into express-scripts.com and click "Find a Pharmacy."

Q: Are all pharmacies guaranteed to have COVID-19 tests in stock?

A: Tests will be available based on the individual pharmacies' ability to supply stock. We encourage you to call your local retail pharmacy to see if they have at-home COVID-19 tests available.



Q: Do I need to purchase the COVID-19 test at the pharmacy counter versus the regular checkout lane? What if the pharmacy counter is closed?

A: Tests can be purchased at a retail pharmacy. You must present your Health Options' Member ID card at the pharmacy counter to receive the test at no cost. If the pharmacy counter is closed, you can pay out-of-pocket at the front counter and submit the *Reimbursement Form* available on our website, and you will be reimbursed \$12 per test (beginning February 2, 2022). You will need to include a copy of the receipt and a copy of the UPC (bar) code.

Q: I am having trouble finding COVID-19 tests. Where can I go?

A: Health Options recommends you order your test through ESI's mail-order by visiting www.express-scripts.com/login and clicking "Order At-home COVID-19 Tests" or calling ESI (800) 282-2881. You can also contact your provider or your local pharmacy.

Questions about ordering at-home tests through ESI

Q: How can I obtain a no-cost at-home COVID-19 test through ESI?

A: Tests can be obtained by calling our pharmacy benefit Manager, ESI, at (800) 282-2881 or by logging into your ESI portal at www.express-scripts.com/login. Please have your Health Options' Member ID card available. Tests can also be purchased upfront and submitted for reimbursement.

Q: Do I pay upfront when ordering a COVID-19 test through ESI mail-order pharmacy?

A: No payment is needed when ordering a test through ESI.

Q: How do I place an order through the ESI portal?

A: Access your ESI portal by visiting www.express-scripts.com/login. If you have not created an account before, you will need your Member ID to register. Once you have accessed your account, go to the "Quick Links" on the right side of the homepage and click "Order At-home COVID-19 Tests". Next, select the Member you're ordering for on your policy. Once the order is placed, you will have the option to return to the order form page to request at-home COVID-19 tests for other Members of your policy.



Q: Can I order my tests over the phone?

A: Orders can be taken over the phone at (800) 282-2881. You will need your Health Options' Member ID to complete this request.

Q: How many tests can I order from ESI?

A: Each order submission through ESI's mail order is for the maximum remaining tests allowed per Member. Each Member on your policy is eligible for up to eight (8) at-home COVID-19 tests every 30 days; therefore, if you have submitted reimbursement for tests, ESI will send you the maximum allowed remaining tests for the 30-day period.

Q: How long will it take to obtain my COVID-19 test from ESI?

A: Due to the high demand for at-home COVID-19 tests, you should expect to receive your test in about four (4) weeks.

Q: What test brands will ESI mail to Members?

A: Your order will include at-home COVID-19 tests authorized by the Food and Drug Administration (FDA). The most common tests being shipped are BinaxNOW™ and QuickView®.

Questions about at-home COVID-19 test reimbursement

Q: What is the monetary reimbursement limit for COVID-19 tests?

A: Beginning February 2, 2022, reimbursements will be limited to \$12 per test (regardless of whether the test is an antigen or PCR test). In many cases, tests are packaged together. Each test must be counted individually for reimbursement. If tests are packaged with two tests, one package equals two individual tests.

Q: How can I be reimbursed for a COVID-19 test?

A: You must complete the *Reimbursement Form* located here. Along with the form, you must provide the tests' UPC (bar) code and a copy of the receipt to: Express Scripts, ATTN: Commercial Claims, P.O. Box 14711, Lexington, KY 40512-4711 or you may also fax your



claim form to: (608) 741-5475. Please note that the form must be completed to receive a reimbursement and include a copy of the UPC (bar) code and store receipt indicating the price and brand/manufacturer of the test(s) purchased. Beginning February 2, 2022, reimbursements through this process will be limited to \$12 per test.

Q: Can I still be reimbursed if I don't have a prescription for a COVID-19 test?

A: Yes, there is no prescription necessary for reimbursement.

Q: How soon after purchase do I need to submit the *Reimbursement Form* to ESI?

A: We encourage you to submit the *Reimbursement Form* as soon as possible after your initial purchase.

Q: I submitted my reimbursement to ESI several weeks ago. What is the status of my reimbursement?

A: You can check the status of your reimbursement claim in your ESI portal at <https://express-scripts.com/covid-19/resource-center>. You may also check the reimbursement status by contacting ESI Customer Service at (800) 350-9817.

Q: My employer requires that I test myself multiple times per week and send them the results as a condition of employment. Will I be reimbursed for these tests?

A: No, employer-required testing will not be reimbursed.