A member can submit an electronic direct claim on the Forms page via www.express-scripts.com

- Submit a Claim Online button
Members can submit an electronic direct claim if:

- It is a single-ingredient drug
  - COVID-19 OTC Test Kits should be submitted under single-ingredient drug
- It is a compound drug
- It was purchased in the US or it is foreign-bought medicine
- It is allergy serum
- Coordination of benefits (COB)
- They are registered on express-scripts.com
Starting a Direct Claim – Select Your Claim

Select claim type:
- Single-ingredient medicine (choose this for an OTC COVID test kit)
- Compound drug
- Foreign-bought medicine
- Allergy Serum
Starting a Direct Claim

• Member’s eligibility address is the default address.
• The address can be changed but will only be used for reimbursement.
• The member can’t submit the claim under any other benefit except the one they are logged in under.
Prescription Information

Completing each step – COVID-19 OTC Test Kit

• Pharmacy receipts are the recommended receipt which includes details information about your prescription and payment (provided at pharmacy counter, after submission through benefit)

• If pharmacy receipt is not provided, a standard cashier receipt with COVID-19 OTC Test Kit UPC can be used
  • NDC – please click “Where do I find my NDC?” to get NDCs associated with approved COVID-19 OTC Test Kits, even if only the UPC is on the test kit package
  • Rx or Prescription number – member may enter a default Rx number ‘1234567’
  • Quantity = 1 ; Days Supply = 30
  • Date – purchase date of COVID-19 OTC Test Kits
  • Cost – include cost of kits as shown on receipt
Retail Pharmacy

- For Single ingredient or Compound drugs, member enters a NCPDP or NPI number from their receipt

OR

- If COVID-19 Test kit was purchased in a pharmacy retail store, please input phone number to help locate pharmacy information
- If COVID-19 Test kit was purchased at a non-pharmacy retailer, input 3000003
Receipt Upload

The member must upload at least one receipt to attach to the claim.

**Please note:** Currently, members are only able to upload JPG/JPEG files. We will be extending this to additional files in the future.
Confirmation

• Member can print the claim information that they submitted, if desired.

• Once member clicks Done, the application closes and the member is returned to the member website page they started from.