

New App Features Mean More Answers on the Go

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When a member is looking for a convenient pharmacy between work and home, the solution is as close as her favorite mobile device. And when the doctor is suggesting a new treatment option, but the member wants to make sure his pharmacy benefit covers it, the answer is at hand.

With the Express Scripts mobile app, members can now access even more benefit-related information from their iPhone, BlackBerry or Android mobile device.

“With personalized information and real-time updates, the Express Scripts mobile app is designed to increase adherence, improve care and lower costs,” said Brian Cavanagh, senior director, Digital Clinical Solutions. “No other mobile app in healthcare provides our members with such a broad range of capabilities.”

Several new features rolled out this month:

- Member Registration, which enables members to register through the mobile app rather than on the website
- Locate a Pharmacy, which helps members find in-network retail pharmacies based on GPS location, address or ZIP code; icons within the search results designate preferred pharmacies that offer further savings opportunities to the member
- Drug Information, which members may use to quickly find detailed medication information, including side effects and interactions

Unique existing capabilities include Pharmacy Care Alerts that members can review to ensure they are following the treatment plan prescribed by their doctor, and My Rx Choices in which members can search for lower-cost alternatives to the medications they take on an ongoing basis. Members can also use the Refills and Renewals feature to ensure they always have their medications on hand and the Order Status feature to track home-delivery orders.

In August, Express Scripts expects to roll out its Transfer to Home Delivery feature, which allows members to easily request home delivery for medications taken on an ongoing basis. Looking further ahead, the company is working on a barcode scanning feature that will allow members to run on-the-spot safety checks for over-the-counter medicines.

“We continue to build out PBM-type pharmacy functions while also building innovative capabilities,” Brian said. “The ability to register and transfer prescriptions to home delivery are key features that will extend our user base and make the app more compelling. In terms of innovation, features such as barcode scanning will differentiate Express Scripts from the rest of the industry.”

