

Home Delivery in Foreign Countries

FOREIGN SERVICE BENEFIT PLAN and Express Scripts (ESI) recognize the unique needs of members residing or traveling in foreign countries by offering the ability to obtain up to a 1-year supply of medication. Please follow the guidelines below to obtain up to a 1-year supply of medication:

1. The prescriber must be licensed in the United States.
2. The prescriber's license number, NPI number, office address, phone number and fax number must appear on all prescriptions.
3. The prescriber's DEA number must appear on all prescriptions for controlled substances. Controlled substances are limited to a 6-month maximum. Medications for ADD must be written as 2 prescriptions, each for a 90-day supply.
4. The medication name, strength, quantity, and directions should be indicated clearly on the prescription. If your prescriber does not write "Dispense as Written" (DAW) on the prescription, ESI will substitute a generic if one is available.
5. Before ordering:
 - o Make sure the prescriber has written the prescription for the appropriate quantity with no refills. *For example, if you take one pill a day the prescriber should write 365 pills with 0 refills.*
 - o Include the appropriate co-payment. *For example, if you order a year's supply you should include four times the 90-day co-payment.*
6. The prescription must be signed by your prescriber. ESI cannot fill prescriptions with stamped or cosigned prescriber signatures.
7. If possible, include your prescriber's current phone number (or fax number) and address in case clarification of the prescription is necessary.
8. Include your phone number and APO, FPO, DPO, or Pouch Mail address. **Per Federal regulations, ESI can mail prescriptions internationally only to APO, FPO, DPO, and Pouch Mail addresses.**
9. Include an email address that is checked regularly in the event ESI needs to contact you while overseas for a problem with your order.
10. Mail your prescription to Express Scripts, Home Delivery, PO Box 747000, Cincinnati, OH 45274-7000.

Please contact the Plan at 202-833-4910 if you need to purchase up to a 1-year supply while you are in the United States and/or will be using a U.S. address, but will be returning overseas. We will need to authorize the purchase. Another option is to have the prescriber write on the prescription "Patient resides overseas."

ESI's customer service team can handle all inquiries:

- Contact the Express Scripts' Expatriate Team directly via phone at 877-846-3630 or via email at ExpressprocessingGEN@express-scripts.com.
- Call ESI to reach the pharmacy without cost to you:
 - o If you are in the United States, call toll-free, 800-818-6717.
 - o If you are outside the United States, call the international toll-free number, 800-497-4641.
 - o If you cannot use this 800 number, call ESI collect at 724-765-3077 or 724-765-3074.