

Medco Guidelines for Mail RX

Please see our guidelines below for our drugs sitting in mailboxes, and patients concern regarding exposure to extreme temperatures.

PRODUCTS SITTING IN MAILBOXES

Express Scripts has flexibility built into our dispensing system to allow delivery of medications to alternative addresses if there is a concern with outside temperatures and the normal delivery location. We also have processes in place that are designed to minimize the time in the distribution process, such as: 1) mailing temperature sensitive medications on Monday through Thursday to reduce the opportunity that medication will be exposed to excursion temperatures for excessive amounts of time, 2) ability to mail from a dispensing site in close proximity to the patient's destination, etc.

Express Scripts has been shipping medications to all areas of the US and territories for many years without significant issue. Specific to solid dosage forms, these products are rarely compromised by temporary temperature excursions to temperatures well below 0F and as high as 150F. While it is true they should not be stored at these temperatures for prolonged periods, short-term exposure is rarely an issue. If there is reason to believe that these temperature excursions have been prolonged for more than a few hours to a day, or if visual inspection demonstrates evidence of change, we do have allowances, after pharmacist counseling and instruction, to return the product for a new supply.

Based on this information - and the millions of prescriptions Express Scripts -Medco has shipped for more than 30 years, we feel confident that all medications will be shipped in a safe manner that preserves the integrity of the drug. Patient health and safety is Express Scripts number-one concern.

EXPOSURE TO EXTREME TEMPERATURE

If a patient has questions as to the stability of their medication based on the temperature it was exposed to during shipping, our pharmacist will follow a logical set of questions and answers to assess the situation. The pharmacist will consider at minimum but not limited to the following factors:

1. Manufacturer's temperature requirements

- a. What are the listed storage requirements?
 - b. Does the manufacturer allow for exceptions during excursion? If so, were those exception temperatures exceeded?
 - c. Has the manufacturer provided any additional studies or temperature information to Accredo that would be useful?
2. Transit time
 - a. How long has the package been in transit?
 - b. How long has the package been outside at the patient's house (porch) in the ambient temperature?
 - c. What is the ambient temperature at the point of delivery?
 3. Medication condition upon arrival
 - a. What is the condition of the medication when it arrived? Was the medication cool / hot to the touch?
 - b. Did the medication show signs of freezing / melting?

Pharmacists will use professional judgment, when reviewing manufacturer accepted storage conditions, transit temperatures, and the patient's responses, to advise on the safety of the medication in question

In order for us to help anyone, they will need to provide the following information:

Member Name

Member ID #

Patient(s) Name (s)

Name of drug(s), with dosage and quantity

Brief statement detailing their specific request, i.e. – to waive the mandatory Mail Order for maintenance prescription fills and to allow them to continue to fill such medications at the Medco / ESI Mail Pharmacy right in Las Vegas on Annie Oakley Drive during months with high temperatures – specify which months.

Medco Request

June 27, 2012

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Please direct all questions to:

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