

Quick Reference Guide for Electric Boat Express Scripts Plan Members

Express Scripts Medicare Customer Service
Call: 1.888.345.2560 TTY Users Call: 1.800.716.3231 Hours of Operation: 24 hours a day, 7 days a week
Retiree Customer Service Center
Beacon Retiree Benefits Group LLC 710 Main Street, Suite #10 Plantsville, CT 06479 Call: 1.888.484.0414 Hours of Operation: Monday through Friday, 8:30am to 4:30pm Eastern Time
Grievance Contact Information
To file a grievance: Write to: Express Scripts Medicare Attn: Grievance Resolution Team P.O. Box 3610 Dublin, OH 43016-0307 Call: 1.888.345.2560 TTY Users Call: 1.800.716.3231 Fax: 1.614.907.8547 Hours of Operation: 24 hours a day, 7 days a week
Appeals Contact Information
To appeal a denial: Write to: Express Scripts Attn: Medicare Administrative Appeals P.O. Box 66588 St. Louis, MO 63166-6588 If you need help right away: Call: 1.844.374.7377 TTY Users Call: 1.800.716.3231 Fax: 1.877.852.4070 Hours of Operation: 24 hours a day, 7 days a week

Initial Coverage Reviews (Including Prior Authorization Requests)
To request a Prior Authorization: Write to: Express Scripts Attn: Medicare Reviews P.O. Box 66571 St. Louis, MO 63166-6571 If you need help right away: Call: 1.844.374.7377 TTY Users Call: 1.800.716.3231 Fax: 1.877.251.5896 Hours of Operation: 24 hours a day, 7 days a week
Express Scripts Home Delivery
To fill a prescription through Express Scripts Pharmacy electronically or by fax: Your doctor will need to write your prescription for up to a 90 day supply, plus refills as appropriate. Your doctor will need your member ID number. Your doctor may call 1.888.327.9791 for instructions, send your prescription electronically or fax it to 1.800.837.0959 .
Paper Claim Submission
Mail request for payment with receipts to: Express Scripts Attn: Medicare Part D P.O. Box 14718 Lexington, KY 40512-4718 To obtain a Direct Claim Form: <ul style="list-style-type: none">• Download from Express Scripts website, www.Express-Scripts.com, in the Medicare Resources Center found in the Benefits menu.• Call Customer Service You can fax your request for payment to 1.608.741.5483.