



King County

Health Reform Initiative

Table Top Scenario #7

ESI – Filling a prescription

Background

In 2007, King County paid more than \$19 million for prescription coverage of KingCareSM members. The county could save up to \$4 million if members chose to fill all their prescriptions with generic drugs instead of brand name drugs where clinically appropriate. The county could save an additional \$64,000 if members chose to get their maintenance medications through Express Scripts Home Delivery instead of at a retail pharmacy. KingCareSM members could realize close to \$400,000 in copay savings by filling maintenance medications through mail order.

Scenario

Susan is a 55 year old woman who takes advantage of the yearly preventive visit to her doctor covered by her King County benefits. At her last annual visit, her cholesterol was high. She tried to get her cholesterol to come down through diet and exercise alone, but in a follow-up visit to her doctor, her cholesterol was still above 200. Given her family history of high cholesterol and coronary artery disease, Susan's doctor recommended that she start on medication to reduce her cholesterol as a maintenance drug. After discussing all of the options, **Susan chose to start on Zocor. Her doctor is starting her on a daily 20 mg dose.**

Challenge

1. How can Susan find the lowest cost options including a) the drug and possible alternatives and b) the delivery method.

Tools

The county's pharmacy vendor, Express Scripts, offers Susan options for how to fill her prescription that can save her and the county money.

Go to: www.express-scripts.com

User Name: TESTKCW38002

Password = password

Susan enters her username and password.

The screenshot shows the Express Scripts website interface. At the top left is the Express Scripts logo. To its right is an "Adjust font size" link. Further right are links for "members" and "site map". A navigation menu on the left lists: About Us, Services, Industry Research, Investor Information, Press Room, and Careers at Express Scripts. Below this menu is a "REGISTERED MEMBERS" section with a "Username" input field, a "Password" input field, a "Quick Links" dropdown, and a "SIGN IN" button. A red arrow points to the Username field. Below the sign-in fields are links for "Forgot your Username or Password?" and "NOT REGISTERED YET? Activate your account". The main content area features a large image of a woman with a child, with the text "your time matters" and a sub-headline: "There never seems to be enough time in the day to mark everything off your 'to do' list. That's why Express Scripts makes managing your prescription plan easy. So you can spend your time doing what matters most." A "Learn how" link is positioned to the right of the image. Below the main image are three promotional boxes: "manage your time do it online" (with pill icons), "stay on budget save on your Rx" (with a piggy bank icon), and "protect your health get in the know" (with a person icon). The footer contains the TRICARE logo and "DoD/TRICARE Pharmacy Program" link, along with three service categories: "Clients & Advisors" (with a shopping cart icon), "Pharmacists" (with an Rx icon), and "Workers' Compensation" (with a first aid icon).

Susan clicks on "Price a Drug."

EXPRESS SCRIPTS® [adjust font size](#) [shopping cart](#) [home](#) [faq](#) [contact us](#)

Hello, **Chris Demo14**

Welcome to Express Scripts®
The last time you visited Express-Scripts.com was on Mon., Mar 10, 2008 [SIGN OFF](#)

A Simpler Way To Manage Your Prescription Plan
We think managing your prescription plan should be easy. That's why we've redesigned our site to make it easier than ever to save on your prescriptions, manage your account or get the latest information about a medication.

[Need to Renew or Refill a Prescription? Read these Important Messages First](#)

Home Delivery
Save time and money. Make your prescriptions come to you.
[Order Refills](#)
[Check Order Status](#)
[Fill a New Prescription](#)
[Switch to Home Delivery and SAVE](#)

Understanding your Benefits
Managing your prescription plan shouldn't be complicated. Learn the ins and outs of your benefit coverage.
[Coverage & Copayments](#)
[Price a Drug](#)
[Find a Pharmacy](#)
It's 2008, do you know the Drugs Preferred by Your Plan?
[Learn about your benefits for specialty drugs](#)

Manage Your Account
Make the most of your prescription plan by managing your account quickly and easily online.
[Make Payments](#)
[View Payment History](#)
[Patient Information](#)

Price a Drug
Compare and save.

Susan selects a patient covered by her health plan and types in the drug name "Zocor."

The screenshot shows the Express Scripts website interface. At the top, the browser title is "Price a Drug - My Prescription Plan - Members - Express-Scripts.com - Microsoft Internet Explorer provided by Express Scripts". The Express Scripts logo is on the left, and navigation links like "shopping cart", "home", "faq", and "contact us" are on the right. A user is logged in as "Test Kcw38002" with a "SIGN OFF" button.

The main content area is titled "My Prescription Plan" and features a "Price a Drug" section. Below the title, it says: "To check your price for a drug, provide the following information." A green dollar sign icon is next to the text: "Save Money! If you can save money by using another, lower-cost drug or Home Delivery, our Price a Drug feature will display comparative prices."

The form includes a "Patient" dropdown menu with "Select One" as the current selection. A red arrow points to this dropdown. Below it is a text input field for "Drug Name (at least three letters required)". A "Next »" button is at the bottom of the form. A "Help with this page" link is also present.

On the left sidebar, there are navigation options: "My Prescriptions", "My Prescription Plan" (with "Price a Drug" highlighted), "Coverage & Copayments", "Drugs Preferred by My Plan", "Find a Pharmacy", "For Your Doctor Visit", "Drug & Health Guide", and "Account Settings". There are also buttons for "Save on My Prescriptions" and "Price a Drug Compare and save."

At the bottom, there is a privacy notice: "Your privacy is important to us! Review our Security Statement and Privacy Promise for details." Links for "Sign Up for eBulletins" and "Technical Help" are also visible, along with a copyright notice: "© 2008 Express Scripts, Inc. All Rights Reserved." and a "FEEDBACK" button.

The Windows taskbar at the bottom shows the Start button, several open applications (Microsoft Office, Internet Explorer, Microsoft PowerPoint), a search bar, and the system tray with the time "3:45 PM".

Susan selects the correct dosage and name of the drug from the pull down menu.

Price a Drug - My Prescription Plan - Members - Express-Scripts.com - Microsoft Internet Explorer provided by Express Scripts,

File Edit View Favorites Tools Help

EXPRESS SCRIPTS®

adjust font size shopping cart home faq contact us

Hello, Test Kcw38002 [SIGN OFF](#)

My Prescription Plan

Price a Drug

Select your drug, then click Next.

- ZOCOR 10MG TABLET
- ZOCOR 20MG TABLET
- ZOCOR 40MG TABLET
- ZOCOR 5MG TABLET
- ZOCOR 80MG TABLET

[« Back](#) [Next »](#)

[Save on My Prescriptions](#)

[Price a Drug](#)
Compare and save.

Your privacy is important to us! Review our [Security Statement](#) and [Privacy Promise](#) for details.

[Sign Up for eBulletins](#) | [Technical Help](#) | © 2008 Express Scripts, Inc. All Rights Reserved.

FEEDBACK

Done

start

3 Microsoft O... 4 Internet Ex... Microsoft Powe... ESI Suggestion ... Search Desktop 3:47 PM

Susan indicates she will **take 1 tablet a day**. She receives a **90 day supply** and checks that yes, she is on the medication on a **regular basis**.

The screenshot shows a web browser window with the Express Scripts website. The browser's address bar displays "Price a Drug - My Prescription Plan - Members - Express-Scripts.com - Microsoft Internet Explorer provided by Express Scripts". The website header includes the Express Scripts logo, an "adjust font size" link, a "shopping cart" icon, and links for "home", "faq", and "contact us".

The main content area is titled "My Prescription Plan" and features a "Price a Drug" section. The patient information is "Patient: TEST KCW38002" and "Drug: ZOCOR 20MG TABLET". The form asks for the number of pills per day (with a text input field), the frequency (radio buttons for day, week, month), the supply duration (radio buttons for 14-day, 30-day, and 90-day supply), and whether the medication is taken on a regular basis (radio buttons for Yes, No). Navigation buttons for "Back" and "Get Price" are at the bottom of the form.

The left sidebar contains navigation links: "My Prescriptions", "My Prescription Plan" (expanded), "Price a Drug", "Coverage & Copayments", "Drugs Preferred by My Plan", "Find a Pharmacy", "For Your Doctor Visit", "Drug & Health Guide", and "Account Settings". There are also buttons for "Save on My Prescriptions" and "Price a Drug Compare and save."

The browser's taskbar at the bottom shows the Start button, several open applications (Microsoft Office Word, Internet Explorer, Microsoft PowerPoint, EST Suggestio...), a search bar, and the system tray with the time 3:49 PM.

The results help Susan make the best choice for herself.

Price a Drug

Patient: JAMES

Your price for a 30-day supply of CRESTOR 10 MG TABLET is **\$25.00**.

You could save by using Home Delivery or an alternative drug. See below for details.

	Local Pharmacy		Home Delivery	
	30-Day Supply	Annual Cost	90-Day Supply	Annual Cost
CRESTOR 10 MG TABLET <i>Brand-name drug</i>	\$25.00	\$300.00	\$50.00	\$200.00

Alternatives for CRESTOR 10 MG TABLET

LOVASTATIN <i>Generic drug</i> This drug is a best buy	\$9.00	\$108.00	\$18.00	\$72.00
PRAVASTATIN SODIUM <i>Generic drug</i> This drug is a best buy	\$9.00	\$108.00	\$18.00	\$72.00
SIMVASTATIN <i>Generic drug</i> This drug is a best buy	\$9.00	\$108.00	\$18.00	\$72.00

[Start Home Delivery Now](#) →

Outcome

Identify which of the county's Health Reform Initiative goals is accomplished by how you solved the scenario:

1. Manage risk upstream – prevention of chronic disease by encouraging employees to eat smart, move more, stress less and quit tobacco.
2. Choose well -- help employees be smarter health care consumers. Educate them about how their choices impact health care costs and outcomes.
3. Empower employees to be partners in managing their own health care – give employees the tools they need to pro-actively manage their own health and ensure they are getting the best treatment possible.
4. Get employees to understand what they pay is not the cost of health care, but only their share.