



MEMBER SUPPORT GUIDE

Evernorth EnGuideSM Pharmacy, powered by CHD.

**Specialized support
to help you succeed
with GLP-1s.**





A better experience. For better results.

There's a lot of excitement around your medication.

In 2005, GLP-1s, or glucagon-like peptide-1 receptor agonists, were created to help treat type 2 diabetes, but then they showed real promise in helping people lose weight. Now, GLP-1s are delivering amazing results for people everywhere.

Even though GLP-1s are now common, these are not your average medications. They demand a deeper level of care. We want to make sure you know what to expect when it comes to cost, safety and sticking with your treatment, in the most convenient way for you.

So we created an entire pharmacy to give you the support you need when taking a GLP-1.

Evernorth EnGuideSM Pharmacy, powered by CHD, is here to help you find success with your GLP-1 medication. This new pharmacy:



Provides personalized care throughout your treatment journey



Helps give you dependable cost, access and support



Delivers your GLP-1 medication quickly and safely, right to your door



**Explore this
interactive guide to
see all the support
you have with
Evernorth EnGuide
Pharmacy.**

Getting started is simple.



New prescription?

You can send it to us in one of three easy ways.

- 01 **Ask your doctor.** Have them send a short- or long-term prescription for your GLP-1 electronically to Evernorth EnGuide Pharmacy. It's the fastest way to get your medication!
- 02 **Go online.** Visit enguidepharmacy.com, log in or create an account, and click the "Request an Rx" button on the right side of the home page.
- 03 **Call us.** Dial the number on the back of your prescription ID card, and we'll contact your doctor for you.

If you have refills available, simply click on them to order and set up payment. **We'll contact your doctor and take care of the rest.** You can let them know we'll be reaching out, so they're prepared with your information.

Or you can call the number on the back of your prescription ID card.



How do you keep my GLP-1 medication cold during shipping?

Your medication stays at the right temperature with proprietary packaging and cooling packs.

We even adjust for your weather and climate. Your packaging is confidential, tamper-evident and weather-resistant to make sure your medication arrives safely.



Watch this video to see just how easy it is to order a prescription.



And that's it!

For new prescriptions and transfers, your medication will normally arrive within 3 to 5 days after we receive a new prescription. Next-day air shipping is free. Refills take even less time.

Your prescription may take longer if we need more information from you or your doctor. Check your order status online in real time at [enguidepharmacy.com](https://www.enguidepharmacy.com) or in the mobile app.



What's the fastest way to get my prescription?

Asking your doctor to send in your prescription—both new prescriptions and refills—electronically to Evernorth EnGuide Pharmacy is the quickest way to get your medication.

Questions? We're a call away.

An entire team of experts
dedicated to your success.



24/7 support.

Call us any time, day or night. We have pharmacist support 24/7 and our customer service specialists can answer questions about your prescription drug benefits and connect you to the right resources whenever you need them.

Always available, always making time for you.

-  No waiting in line.
-  No hurried conversations.
-  All your questions answered from the privacy of your home.

Pharmacists who are 100% focused on GLP-1s.

-  Trained in your specific medication to better understand your unique needs.
-  Know the possible side effects and can help you navigate them.
-  Help you safely get to the right dose for you.
-  Can answer your questions and point you to helpful resources so you get the most from your medication.



Numbers to know:

Questions about your prescriptions or care?
Call us anytime at 800.835.3784.

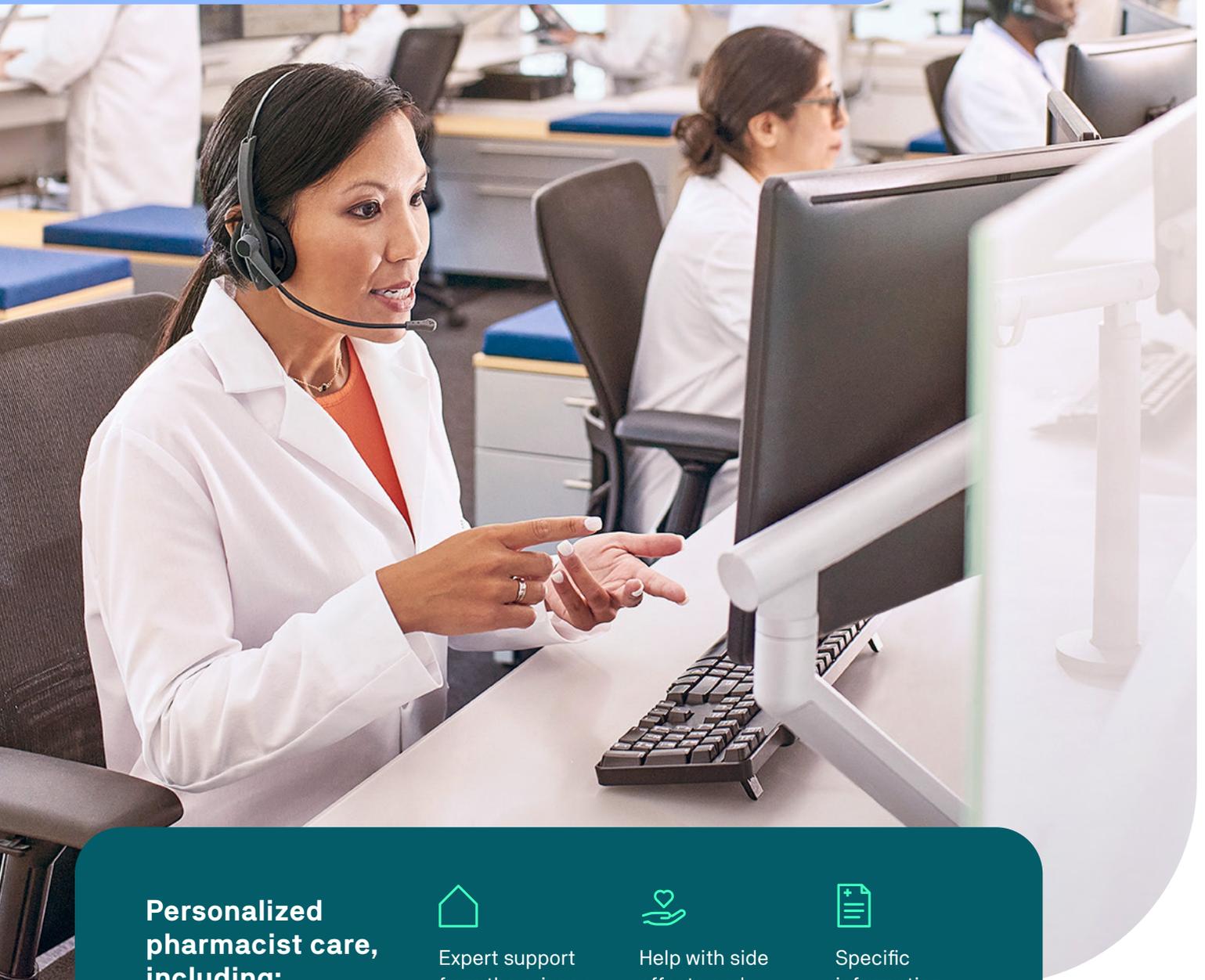
Questions about your benefits or coverage?
Call the number on the back of your prescription ID card.

Emergency? **Call 911.**



Pharmacists focused on you.

We have pharmacists who specialize in GLP-1s so you have experts that know exactly what you're going through. They can give you guidance on possible side effects, interactions or anything else on your mind. And you can have these in-depth health conversations from your own home.



**Personalized
pharmacist care,
including:**



Expert support
from the privacy
of your home

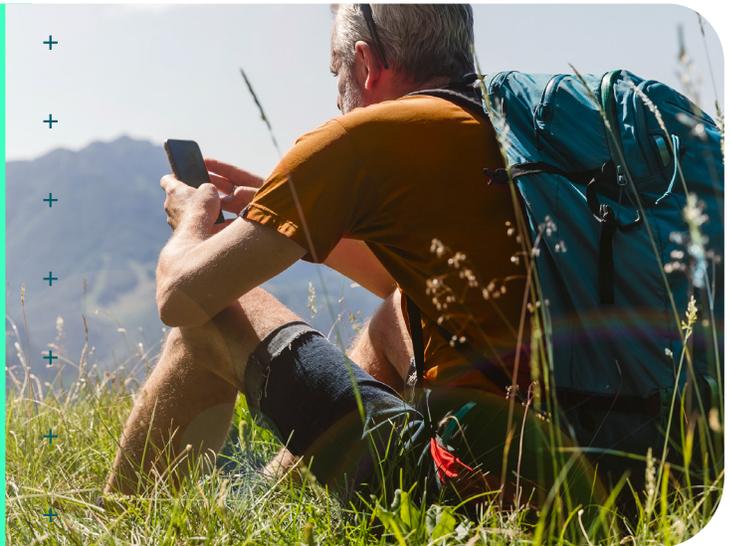


Help with side
effects and
interactions



Specific
information
on your GLP-1
medications

Manage your medications anytime, anywhere.



Everywhere you go, anything you need.

With an online account at enguidepharmacy.com or on the Express Scripts® mobile app, the power of our pharmacy is at your fingertips.



Order medications and refills.

All your prescriptions are now in one place. Simply select the one you wish to order, and it will be delivered right to your door.



Make payments.

Easily pay for your prescriptions online and take advantage of flexible payment plans to help manage your account.



Track deliveries.

See when your medication orders are placed, processed and shipped so you'll know exactly when they'll arrive.

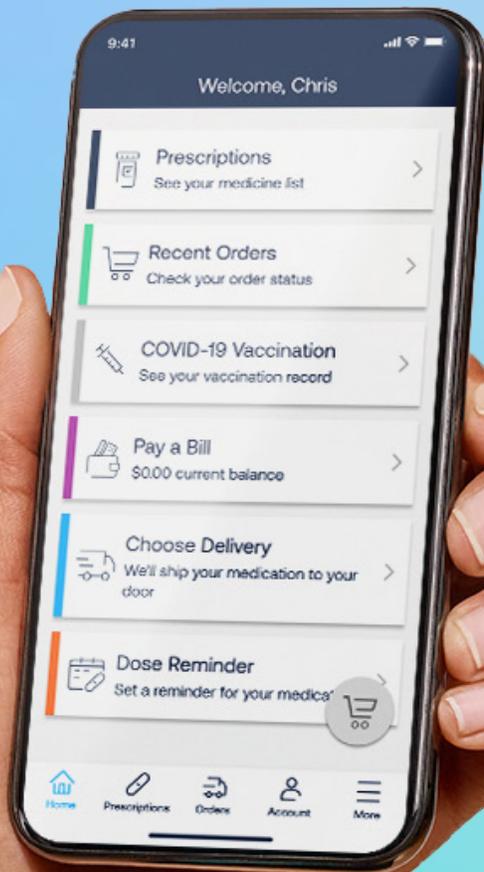


Set up dose reminders.

Stay on track with automated alerts that remind you to take your medications.*



* Only available on the Express Scripts app.



Activate your online account.

Visit enguidepharmacy.com or download the Express Scripts mobile app to set up your account in just a few steps. If you haven't registered yet, you'll need to provide a few pieces of basic information.

Evernorth EnGuide Pharmacy and Express Scripts Pharmacy work together to give you a simple experience where you can easily manage all your prescriptions in one place.

If Evernorth EnGuide Pharmacy is a newer option under your plan, you may not be able to register online until your benefits start date.

Pharmacy on the go,
on your schedule, with the
Express Scripts mobile app.

**Scan to download
the app today.**



What to do when your medication is low.



Need a refill? You can request more medication in a few different ways:

- 01 **Go online.** Visit enguidepharmacy.com, log in or create your account, and refill your medications with one click.
- 02 **Call us.** Dial the number on the back of your prescription ID card, and we'll take care of the rest.
- 03 **If you need a prescription renewal, ask your doctor.** Have them send a short- or long-term refill for your GLP-1s electronically to Evernorth EnGuide Pharmacy.



What's the difference between a refill and a renewal?

Knowing when you need a prescription refill vs. a prescription renewal can help you make the right decision the next time you're running low on medication.

Refill:

An order of a new supply of a current medication you are taking. If you're eligible for a refill, you can get one without having to ask your doctor.

Renewal:

A new prescription for a medication you are already on. When you're out of eligible refills, you'll need to ask your doctor how to get a renewal. (If you don't need a new appointment to see your doctor, we can reach out to them on your behalf for a new prescription.)



More ways to pay.



Three convenient options to pay for your medication:

01

Pay online.

Use your debit card, credit card, checking account or PayPal account to easily pay online.

02

Pay automatically.

Sign up for Autopay to set up an automatic payment each time a prescription ships. To help you manage your budget, you can even set a maximum amount that can be charged to your account or card. If a payment is over that amount, we will check with you before processing the payment.

03

Pay in three monthly installments.

With our Extended Payment Plan,* you can split the total cost for eligible prescriptions into equal credit or debit card payments over three months (with no service fee). Your first installment payment will be processed when your medication ships.



Watch this video to learn how to set up different payment options.



* Not applicable to Medicare

A library of information on your medication.

No matter what you're wondering, we have a resource where you can find the answer.



Taking a GLP-1

Learn how to use your injector, deal with possible side effects and safely dispose of your equipment.



Weight management

Exercises to help you reach your health goals, tips on tracking your weight and nutritional resources to make sure your diet aligns with your goals.



Diabetes management

Tracking your A1C, tips and treatments for type 2 diabetes, and information about how your medication works with insulin.



Overall health

Information on prescription renewals, medication guidance and tips for travelling with your GLP-1 treatment.



Browse our entire library for all the information you need around GLP-1s.



Helpful resources.

Find everything you need to manage your medications—and your health.



Stay safe, healthy and informed with the Express Scripts Pharmacy blog

Discover a wide variety of articles and videos about the latest in health care news from your friends at Express Script Pharmacy. You'll have access to health tips from pharmacists and more health and wellness information.

Visit the Express Scripts Pharmacy blog.



FAQs

Questions about your prescription or EnGuide Pharmacy? We have answers.

Visit our FAQ page.



Commonly used terms and definitions

We know some of the words and phrases you may hear while getting to know your benefits might be unfamiliar.

Visit our easy-to-use glossary for the definitions.

All Evernorth Health Services products and services are provided exclusively by or through affiliates of the Evernorth companies.

04/25 991458 © 2025 Evernorth Health Services. Some content provided under license. CRP1474401